Imperial County Occupational Outlook 2000

A Product of

The California Cooperative



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Workforce Investment Board of Imperial County
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The California Occupational Information Coordinating Committee

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INTRODUCTION

Welcome to the 2000 Occupational Outlook Report for Imperial County.

This publication is a product of a cooperative partnership between the Workforce Investment Board of Imperial County (WIBIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS). WIBIC began its partnership with CCOIS in 1996. CCOIS has been producing reports for other counties of California since 1986. Thirty-eight agencies statewide produce Occupational Outlook Reports. Together, the reports represent 58 counties and all of California's labor force. No other source of occupational information offers the current local labor market focus that is found in this, and other, Occupational Outlook Reports.

The goal of this publication is to improve the match between the labor needs of local employers and the skills presented by job seekers providing current occupational information. This report will help job seekers, employers, policy makers, legislators, training staff, students, educators, counselors, and administrators and others who prepare people for, and help them obtain work.

This year's report is comprehensive as it includes 45 occupations surveyed in the Imperial County in 2000, 1999, and 1998. The occupations were selected for study based upon a variety of criteria, including the advice of local training providers, educators, and economic development professionals. Different occupations are selected for study each year. The research methods and questionnaire used to collect this data are designed to ensure accurate and unbiased results.

Labor Market Information Division Project Staff

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Internet address: http://www.calmis.ca.gov./htmlfile/ccois/intro.htm

Your Opinion Counts...

As a reader of this report, your participation in completing the survey located at the end of this publication is appreciated. Your response will help us to ensure this publication continues to meet your needs. Thank you.

REPORT USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages and benefits, labor demand, and sources of employment and training.

Program Planning

This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design

Training providers can assess and update their curricula based on current employers' needs and projected trends, as indicated in this report.

Economic Development

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

PROGRAM METHODS

The Occupational Outlook Report is the product of a combined effort between the Workforce Investment Board of Imperial County (WIB) and the California Cooperative Occupational Information System (CCOIS). WIB and CCOIS each have specific roles to make this publication possible. CCOIS provides the technical support and the WIB gathers, analyzes, and disseminates the information to the community. This section will describe the processes used in the project.

Occupation Selection

Occupations and their definitions were selected from the Occupational Employment System (OES).

The WIB staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Imperial County
- Indications that an occupation is "in demand" by either employers or job seekers
- Input from local training providers, employers, and economic development agencies

An initial meeting was held with representatives from community-based organizations, training providers, local businesses, and economic development agencies. The preliminary list of occupations was reviewed and discussed, and the attendees provided input for the final selection.

The Workforce Investment Board staff met with advisory committee volunteers representing community-based organizations, training providers, local businesses, and economic development agencies to discuss input from the initial community meeting as well as additional sources. Selection of the 15 occupations surveyed was made after reviewing information from the dissemination meeting, occupational forecasting tables, and local area factors.

Survey Sample Selection

After the occupations were selected and defined, an employer sample was generated for each occupation. Labor Market Information Division (LMID) staff, using detailed databases of employer information and occupation staffing patterns within industries, chose a representative sample of employers for each of the occupations. The sample was carefully reviewed by the WIB staff and employers were added to and deleted from each occupation. A minimum goal of 15 responding employers for each occupation is desired. When the universe of employers decreases, the number of required responses decreases.

Questionnaire Development

The CCOIS two page standardized questionnaire, along with a locally designed third page, was used for this fifth annual Occupational Outlook Report for Imperial County.

Survey Procedures

WIB used the following survey procedures:

Staff utilized the employer sample to obtain telephone numbers for employers. Local directories and other resources were used to refine this listing to produce a successful surveying effort. Employers were eliminated from the list that were no longer in business or had no local address.

Each employer was called to verify company name, address, the existence of the occupation at the company, and the name of a contact person. A description of the survey was given and participation was solicited. Employers were eliminated from the list if they did not employ an occupation (or occupations) for which they were listed in the sample or if it was determined they were self-employed or only employed family members. Employers refusing to respond were noted.

Cover letters and questionnaires were mailed or faxed to employers listed on the refined employer sample. However, the majority of surveys were conducted in person. Employers not responding to the correspondence were contacted by phone to encourage them to return their questionnaire and were given the opportunity to complete their questionnaire by telephone or to return via fax.

Completed questionnaires were reviewed by the WIB staff and LMID Site Analyst to monitor accuracy and completeness. Employers were contacted to clarify inconsistencies and to complete partial responses.

If a sufficient number of responses could not be obtained from the final sample, additional employers from other sources were contacted.

Tabulation and Results

WIB staff entered survey responses into a database and tabulations were produced. The data was analyzed, reviewed, and the final report was written. The final product is the Occupation Outlook Report which provides occupational summaries and training information for each occupation. Each occupational summary provides information on training and hiring requirements, size of the occupation, employment trends, supply and demand assessment, wages and benefits, and other information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

DEFINITIONS AND TERMINOLOGY

Each *occupational summary* follows the same format. This format is intended to show statistical information from many tables of statistical data in a user friendly manner to indicate highlights of the survey data for each occupation.

Commonly Used Terms

When reference is made to "almost all, most, many, some, or few", the following guidelines apply:

AII = 100%

Almost All = 80% up to but not including 100%
Most = 60% up to but not including 80%
Many = 40% up to but not including 60%
Some = 20% up to but not including 40%

Few = Less than 20%

OES Title, OES Code, and Definition

The titles and definitions used for the Occupational Summaries are from the *Occupational Employment Statistics Dictionary (OES Dictionary)*, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit code number.

Size Of Occupation and Gender

Occupation Size: Unless otherwise indicated, is an estimated range of the number of workers in the occupation. The scale used to measure occupation size in Imperial County is:

 Small
 =
 Less than 55

 Medium
 =
 55 - 108

 Large
 =
 109 - 236

 Very Large
 =
 237 and Above

Gender. Indicates the percentage of employees surveyed that are male and female. If there is less than 25% of one gender in an occupation, this may indicate a non-traditional occupation for that gender.

Projections - Occupational Forecast. 1997-2004

Unless otherwise indicated, the *Projected Job Growth Rate* is based on Projected and Planning information as compiled by the Labor Market Information Division of the Employment Development Department. For this time period, the average forecasted growth rate for all occupations combined was 10.6% for Imperial County. The individual occupation forecasted growth rate is indicated by percentage with one of the following terms:

Much Faster than Average = 1.5 times average or more

Faster than Average = 1.1 to but not including 1.5 times average Average = .9 to but not including 1.1 times average

Slower than Average = less than .9 but greater than 0

This Projections section also provides employment trends in the occupation. It indicates whether employment in occupation declined, remained stable, or grew in the last year, and whether in the next two years, occupation will decline, remain stable, or grow.

Supply and Demand

The terms presented under this section, refer to the relative difficulty employers experience in locating qualified applicants for entry level and experienced positions in the occupation. The following terms are used to describe the local supply and demand situation:

<u>Very Difficult</u> - Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

<u>Moderately Difficult</u> -Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. <u>Not Difficult</u> - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Recruitment Methods: This table displays the three most successful methods employers used when recruiting.

Where the Jobs Are

This section provides a listing of the major employing industries in Imperial County. It is based on the Forecast Tables as compiled by the State of California. The top five key industries are listed whenever sufficient data is available.

Wages and Benefits

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages rounded to the nearest cent are still considered representative. All CCOIS wages (including the low, median, and high) are those reported as having been paid by the employers in the survey and are not to be interpreted as wages earned by employees. When union employment is reported the wages table separately designates union wages. The following terms are used:

- New hire, no experience: Wages paid to persons trained but without paid experience in the occupation.
- New hire, experienced: Wages paid to journey-level or experienced persons just starting at the firm.
- 3+ vrs experience with the firm. Wages generally paid to persons with more than three years of experience.

Benefits: The table indicates benefits offered to full-time and part-time employees.

Employer Requirements

<u>Education Firms Require</u>: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

<u>Experience/Training</u>: This section of the report describes the relative importance of training, education, and work background including skills, licenses, and other qualifications for finding a job.

<u>Basic Skills:</u> This table provides the degree of importance (Very Important, Important, Important) as ranked by employers for each of the listed basic skills.

<u>Computer skills</u>: This section provides computer software skills sought by employers for the occupation, with focus on Word Processing, Spreadsheets, Databases, Desktop publishing and other software skills desired by employers. <u>Firms Responding/Jobs Represented</u>: Firms Responding indicates the total number of employers answering the "core required" questions of the survey (see Sample CCOIS Employer Questionnaire at the end of this report). Required responses are on questions 2, 4, 6, 7, 8, 9, 11, 12, & 14. These questions are essential to providing the information most requested by the Occupational Outlook Report users. Employer responses comprising the data elements of the sections on "Benefits" and "Supply & Demand Assessment" may be less than the total number of firms responding. *Jobs Represented*: Indicates the total number of employees in the occupation employed by the responding employers at the time of the survey.

<u>Increasingly Important Skills Reported:</u> Provides the new skills needed to perform the duties of the occupation. <u>Skills/Qualifications in Short Supply:</u> With focus on most recent hires, listed are qualifications/skills employees lack as reported by employers.

Other Information

Promotional Opportunities, and Skills Important to Career Advancement provide positions responding employers promote to, as well as the skills these employers consider key to career advancement.

Union Employment: Indicates the percentage of firms that are union, as well as the percentage of employees that are union, and non-union employees.

Employment Type/Hours: Indicates whether employees are full-time, temporary/on call, or seasonal and the average hours worked by persons in these employment types.

Vacancies: Provides four reasons why job vacancies were filled within the last 12 months preceding survey.

Employers Methods to Screen Applicants: Indicates screening methods employers use when hiring.

Local Training Provided

Each Occupational Summary refers to the Training Provider Appendix to locate local training providers with programs leading to employment in the occupation.

OCCUPATIONS SURVEYED IN 2000

Administrative Assistants

Auto Mechanics

Bookkeeping, Accounting and Auditing Clerks

Computer Support Specialists

Drafters

General Office Clerks

Hotel Desk Clerks

Maintenance Repairers - General Utility

Managers - Retail Stores

Medical Assistants

Pharmacists

Salespersons - Retail (Exept Vehicle Sales)

System Analysts - Electronic Data Processing

Truck Drivers - Heavy or Tractor Trailer

Welders and Cutters

ADMINISTRATIVE ASSISTANTS

OES CODE: 169167997

Alternative Title: Office Administrator, Personnel Assistant, and

DEFINITION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operation policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

SIZE OF OCCUPATION

Occupation Size: Data not available

Gender by Percentage of Employees Represented:

Male 0% Female 100%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Data not available. Growth: Data not available for this occupation.

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	81%
Employee Referrals	63%
Newspaper Ads	94%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth)	25%

WHERE THE JOBS ARE

No Data Available for this Occupation

WAGES AND BENEFITS

Non-union

	Range	Median
New hire, no experience	\$ 7.00 - \$10.55	\$ 8.00
New hire, experienced	\$ 8.00 - \$13.42	\$12.00
3+ yrs experience w/firm	\$10.55 - \$16.00	\$14.21

Union

		J	
New hire, no experience		Insufficient	Data
New hire, experienced	\$ 9.59	- \$25.17	\$10.07
3+ yrs experience w/firm	\$11.51	- \$25.97	\$14.00

Range

Median

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits* Full Time

	Employer Pays All	Share Cost
Medical Insurance	56%	38%
Dental Insurance	44%	38%
Vision Insurance	50%	38%
Life Insurance	44%	38%
Sick Leave	94%	0%
Vacation	94%	0%
Retirement Plan	13%	50%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

ADMINISTRATIVE ASSISTANTS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	44%
A. A. degree	44%
Bachelor degree	0%
Graduate	13%

Training and Experience

	YES	NO PRE	FERRED
Work experience required:	56%	0%	44%
Training can substitute	0%	100%	N/A
for experience:			

Employers prefer applicants with 24 - 60 months experience.

Employers do not accept training as substitute for work.

Basic Skills *

	Very Important	Important	Not Importan
Analytical skills	63%	37%	0%
,			- , -
Record keeping	94%	6%	0%
Working independently	88%	12%	0%
Working under pressure	56%	44%	0%
Add/auhtraat 2 L digit numbara	88%	6%	6%
Add/subtract 2+ digit numbers			
Multiply/divide	81%	19%	0%
Compute decimals/fractions	19%	69%	12%
Compute %/discounts/statistics	6%	6%	88%
Geometry/Algebra/Advanced Math	0%	6%	94%
Dood/sourcebondinfo in Foolish	4000/	00/	00/
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	12%	50%	38%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	44%	56%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	31%	44%	25%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Percentage of All Firms	Type of Software
Word Processing	88%
Spreadsheet	69%
Database	31%
Desktop Publishing	25%
Other: QuickBooks, Peachtree, Quicken,	44%
and Internet use.	

16 Firms Responding25 Jobs Represented



Increasingly Important Skills Reported

Ability to meet deadlines, work well under pressure, excellent customer service, knowledge of labor laws, excellent telephone skills, ability to work as a member of a team, efficiency, and a positive attitude.

Skills/Qualifications in Short Supply

Discipline to plan projects and timelines of completion, meet deadlines, computer skills, consistency with professional work behavior; judgment for appropriate work clothing.

OTHER INFORMATION

Promotional Opportunities

Some firms (31%) reported promoting to other positions when available: Administrator, Personnel Manager, Human Resource Administrator, Real Estate Agent and Principal.

Skills Important for Career Advancement

Excellent writing and oral communication skills.

Computer skills. Negotiating and mediation skills.

Organizational skills. High standards for work performance. Work as a member of a team.

Union Employment

Firms:	31%
Employees:	48%

Employment Type/Hours

Almost all employees work full-time, averaging 42 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	50%	Medical/Physical	25%
Aptitude Testing	13%	Police/Background	31%
DMV Printout	25%	Reference check	94%
Other: Verify Education/certificates			13%

LOCAL TRAINING PROVIDED

A

AUTOMOTIVE MECHANICS

OES CODE: 853020

Alternative Title: Transmission Builder, Remove & Replace Tech., Heavy Equipment

Mechanic.

DEFINITION

Auto Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical System Specialists.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 99% Female 1%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.4% Growth: Faster Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	82%
Newspaper Ads	35%
Private Employment Agencies	0%
Employment Development Dept.	6%
School, Program Referrals	0%
Union Hall Referrals	12%
Walk-in Applicants	88%
Trade Journals	0%
Internet	6%
Colleges/Universities	0%
Other: (word of mouth)	35%

WHERE THE JOBS ARE

Automotive Repair Shops
Auto and Home Supply Stores
New and Used Car Dealers
Local Government, Except Hospitals & Education

WAGES AND BENEFITS

Non-union and Union*

	K	aı	ige	wedian
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 6.50	-	\$ 13.00	\$ 7.50 \$ 8.00 \$12.00

^{*} Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	24%	47%
Dental Insurance	6%	35%
Vision Insurance	6%	29%
Life Insurance	41%	6%
Sick Leave	65%	0%
Vacation	76%	0%
Retirement Plan	0%	18%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

AUTOMOTIVE MECHANICS



Minimum Level of Education Firms Require

Less than high school	35%
High school or equivalent	65%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	29%	6%	65%

Training can substitute 75% 25% N/A for experience:

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 8 - 18 months training.

Basic Skills *

	Very		Not
	Important	Important	Important
Analytical skills	76%	24%	0%
Record keeping	59%	41%	0%
Working independently	71%	23%	6%
Working under pressure	65%	29%	6%
Add/subtract 2+ digit numbers	94%	0%	6%
Multiply/divide	47%	47%	6%
Compute decimals/fractions	6%	23%	71%
Compute %/discounts/statistics	0%	24%	76%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	41%	53%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	6%	18%	76%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	59%	41%	0%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

•	
Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	100%

Auto diagnostic computer for reading engine trouble codes and other diagnostic readings.

Licensing Requirements

Employers may require ASE certification (Auto Service Excellence). Those mechanics who are certifying brakes and lamps, or those who are inspecting, testing and repairing vehicle emission control systems in accordance with the Smog Check program must be licensed by the State Bureau of Automotive Repair.

17 Firms Responding105 Jobs Represented



Increasingly Important Skills Reported

Accuracy in auto diagnostics, and mechanical aptitude. Quality of job performance, adapts positively to change; determination/drive to accomplish duties successfully. Punctual and dependable.

Skills/Qualifications in Short Supply

Experience with newer vehicle electronic systems, knowledge of transmission and suspension. Accurate completion of paperwork, and better service to customers.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor, Manager, or transfer to other departments.

Skills Important for Career Advancement

Diagnostic abilities; ability to read electrical wiring diagrams; know suspension, transmission and air conditioning systems. Dedication to work.

Union Employment

Firms:	12%
Employees:	17%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. Few employees work part-time, averaging 29 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	65%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	82%	Reference check	100%
Other: Verify training	12%		

LOCAL TRAINING PROVIDED



BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS

OES CODE: 553380

Alternative Title: Office Manager, Account Clerk, Finance Administrator, Payroll Manager, Senior

Account Clerk

DEFINITION

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 4%

Female 96%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

Almost all employers reported stable demand during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	53%
Employee Referrals	65%
Newspaper Ads	65%
Private Employment Agencies	6%
Employment Development Dept.	35%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	35%

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education Elementary and Secondary Schools Grocery Stores Offices & Clinics of Medical Doctors

WAGES AND BENEFITS

Non-union and Union*

	Ra	ın	ge		Median
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 7.00 -		\$ 12.18	;	\$ 7.68 \$ 9.00 \$12.00

^{*} Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits* Full Time

	Employer Pays All	Share Cost
Medical Insurance	35%	47%
Dental Insurance	18%	29%
Vision Insurance	18%	29%
Life Insurance	53%	6%
Sick Leave	59%	12%
Vacation	76%	6%
Retirement Plan	12%	47%
Child Care	0%	0%
Other	0%	0%

^{*} Percentage is based on number of employers offering benefits and responding to this question.

BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS



EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	82%
A. A. degree	18%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRE
Work experience required	: 53%	0%	47%
Training can substitute for experience:	35%	65%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

Basic Skills*

	Very		Not
	Important	Important	Importan
Analytical skills	53%	47%	0%
Record keeping	100%	0%	0%
Working independently	82%	18%	0%
Working under pressure	53%	41%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	65%	23%	12%
Compute %/discounts/statistics	47%	29%	24%
Geometry/Algebra/Advanced Math	0%	18%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	6%	88%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	12%	88%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	12%	29%	59%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	47%
Spreadsheet	76%
Database	12%
Desktop Publishing	0%
Other:	94%
(Peachtree, QuickBooks)	

17 Firms Responding48 Jobs Represented

Increasingly Important Skills Reported

Writing skills, accuracy, attention to detail, neatness, work well under pressure, initiative, and value given to team work.

Skills/Qualifications in Short Supply

Taxes and payroll, use of broader range software, accuracy, organizational skills, ability to monitor own progress/prioritize and ability to work as member of a team.

OTHER INFORMATION

Promotional Opportunities

Some firms (35%) reported promoting to other positions when available: Department Supervisor/Manager, Controller and Team Leader.

Skills Important for Career Advancement

Proficiency in math, computer skills, organizational skills, telephone skills, accuracy, ability to prioritize. Honesty and integrity.

Union Employment

Firms:	6%
Employees:	13%

Employment Type/Hours

Almost all employees work full-time, averaging 41 hours per week. Few employees work part-time, averaging 23 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions 17%
Employees Leaving 50%
New Positions 17%
Temporary 17%

Employer Screening Methods

Drug Testing	47%	Medical/Physical	12%
Aptitude Testing	12%	Police/Background	12%
DMV Printout	29%	Reference check	100%
Other: Verify Education, Dept of Justice finger prints,			18%
and random drug testing.			

LOCAL TRAINING PROVIDED



COMPUTER SUPPORT SPECIALISTS

OES CODE: 251040

Alternative Title: Entry Level Tech., Personal Computer Tech., LAN Telecom. Tech., Micro System

DEFINITION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 93% Female 7%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 60.0% Growth: Much Faster Than Average

Many employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants

Recruitment Methods

In-house Promotion or Transfer	42%
Employee Referrals	25%
Newspaper Ads	92%
Private Employment Agencies	0%
Employment Development Dept.	25%
School, Program Referrals	0%
Union Hall Referrals	8%
Walk-in Applicants	58%
Trade Journals	0%
Internet	33%
Colleges/Universities	0%
Other: (word of mouth)	25%

WHERE THE JOBS ARE

Telephone Communications
Local Government, Except Hospitals & Government
Computer and Data Processing Services
Commercial Banks
Colleges & Universities

WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 6.50 - \$18.76	\$10.12
New hire, experienced	\$ 10.00 - \$21.72	\$12.50
3+ yrs experience w/firm	\$ 12.00 - \$23.95	\$15.19
Union	Range	Median
New hire, no experience	No data available	\$
New hire, experienced	\$ 11.03 - \$16.30	\$ 15.14

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

\$ 13.42 - \$23.01

\$ 19.50

3+ yrs experience w/firm

Benefits*	Full Time		
	Employer Pays All	Share Cost	
Medical Insurance	67%	25%	
Dental Insurance	67%	25%	
Vision Insurance	50%	33%	
Life Insurance	67%	8%	
Sick Leave	92%	0%	
Vacation	92%	0%	
Retirement Plan	33%	50%	
Child Care	0%	0%	
Other	0%	0%	

Percentage is based on number of employers offering benefits and responding to this question.

COMPUTER SUPPORT SPECIALISTS



Minimum Level of Education Firms Require

Less than high school	8%
High school or equivalent	50%
A. A. degree	25%
Bachelor degree	17%
Graduate	0%

Training and Experience

	YES	NO PRI	EFERRED
Work experience required:	67%	0%	33%
Training can substitute	33%	67%	N/A
for experience:			

Employers prefer applicants with 18 - 36 months experience.

Employers prefer applicants with 12 - 32 months training.

Basic Skills*

	Very Important	Important	Not Importar
Analytical skills	100%	0%	0%
Record keeping	58%	25%	17%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	67%	25%	8%
Multiply/divide	67%	25%	8%
Compute decimals/fractions	75%	25%	0%
Compute %/discounts/statistics	42%	33%	25%
Geometry/Algebra/Advanced Math	16%	42%	42%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	17%	8%	75%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	8%	17%	75%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	17%	58%

^{*} Percentage based on employers responding to this question

Computer Support

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	83%
Spreadsheet	58%
Database	67%
Desktop Publishing	25%
Other:	50%
(Applications for web design	n. networking systems).

12 Firms Responding 29 Jobs Represented



Increasingly Important Skills Reported

Create websites, networking, maintain/upgrade database, knowledge of servers, installation of software, TI lines, routers and hube; fiber optics and trouble shooting.

Skills/Qualifications in Short Supply

Networking systems, person-to-person contact with others, availability to others, value given to helping others understand technical information; skill at explaining.

OTHER INFORMATION

Promotional Opportunities

Most firms (67%) reported promoting to other positions when available: Project Foreman, Program Analyst, Network Manager, LAN Administrator, and Business Technology Programmers.

Skills Important for Career Advancement

Experience with CAT 5 cables, networking systems, software applications, web design, managerial skills/ability to motivate team members, abilities to stay current with new technologies/changes in field.

Union Employment

Firms:	•	•	33%
Employees:			21%

Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	29%
New Positions	71%
Temporary	0%

Employer Screening Methods

Drug Testing	58%	Medical/Physical	33%
Aptitude Testing	17%	Police/Background	50%
DMV Printout	25%	Reference check	100%
Other: Verify ed.,	Dept of	Justice finger prints	58%

LOCAL TRAINING PROVIDED



DRAFTERS

OES CODE: 225140

Alternative Title: Computer Aided Draftsmen, Principal Drafter, Design Tech., Civil Engineer,

Electrical Engineer.

DEFINITION

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:
Male 80% Female 20%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.00% Growth: Remain Stable

Most employers reported growth in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

SUPPLY AND DEMAND Benefits*

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	25%
Employee Referrals	92%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	8%
School, Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	75%

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education Engineering & Architectural Services Concrete, Gypsum, and Plaster Products

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 6.50 - \$10.00	\$ 8.00
New hire, experienced	\$ 7.00 - \$15.00	\$ 12.00
3+ yrs experience w/firm	\$ 11.00 - \$16.20	\$ 15.50

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Full Time

	Employer Pays All	Share Cost
Medical Insurance	33%	42%
Dental Insurance	8%	33%
Vision Insurance	8%	25%
Life Insurance	25%	8%
Sick Leave	75%	0%
Vacation	75%	0%
Retirement Plan	17%	25%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

DRAFTERS



Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	67%
A. A. degree	25%
Bachelor degree	8%
Graduate	0%

Training and Experience

Work experience required:	YES 42%	NO 0%	PREFERRED 58%
Training can substitute for experience:	83%	17%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	92%	8%	0%
Record keeping	59%	33%	8%
Working independently	100%	0%	0%
Working under pressure	83%	17%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	25%	42%	33%
Geometry/Algebra/Advanced Math	92%	8%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	8%	33%	59%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	8%	25%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	8%	67%	25%

^{*} Percentage based on employers responding to this question.

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	42%
Spreadsheet	42%
Database	33%
Desktop Publishing	8%
Other:	100%
Autocad, Eagle Point, 3	-D Studio Max, Vector Work



12 Firms Responding 41 Jobs Represented

Increasingly Important Skills Reported

Proficiency in mathematics/geometry, ability to read blue prints, maintenance of computer peripherals, good spacial sense, mechanically inclined, excellent organization skills, and collaborate work with others.

Skills/Qualifications in Short Supply

Knowledge of mechanical operations, advanced mathematics as in trigonometry and calculus; ability to use broader range of software, ability to draw by hand, too much reliance on automation, common sense, interpersonal skills, determination to monitor own quality of work.

OTHER INFORMATION

Promotional Opportunities

Many firms (42%) reported promoting to other positions when available: Design Engineer, Drafting Engineer, Senior Draftsman, and Surveyor.

Skills Important for Career Advancement

Mathematical accuracy, knowledge pertaining to electricity and civil engineering, excellent writing and verbal communication skills, demonstrated ability for precision and careful observation of details.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

All employees work full-time, averaging 43 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

outou nom.	
Promotions	17%
Employees Leaving	0%
New Positions	75%
Temporary	8%

Employer Screening Methods

Drug Testing	33%	Medical/Physical	17%
Aptitude Testing	8%	Police/Background	8%
DMV Printout	42%	Reference check	92%
Other: Verify Train	ning/Edu	ucation	75%

LOCAL TRAINING PROVIDED



GENERAL OFFICE CLERKS

OES CODE: 553470

Alternative Title: Office Assistant, Office Receptionist, Office Manager, Office Administrator

DEFINITION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

Recruitment Methods

In-house Promotion or Transfer	41%
Employee Referrals	82%
Newspaper Ads	53%
Private Employment Agencies	0%
Employment Development Dept.	18%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	65%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 11% Female 89%

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education
Elementary and Secondary Schools
Commercial Banks
Federal Government
Hospitals

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 6.8% Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.75	\$ 6.25
New hire, experienced	\$ 6.00 - \$ 9.89	\$ 7.15
3+ yrs experience w/firm	\$ 7.00 - \$12.00	\$ 9.00

Full Time

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is not difficult to find qualified applicants.

	Employer Pays All	Share Cost
Medical Insurance	24%	41%
Dental Insurance	18%	29%
Vision Insurance	18%	29%
Life Insurance	47%	6%
Sick Leave	65%	0%
Vacation	71%	0%
Retirement Plan	0%	41%
Child Care	0%	0%
Other	0%	6%

Percentage is based on number of employers offering benefits and responding to this question.

GENERAL OFFICE CLERKS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	94%
A. A. degree	6%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	12%	41%	47%
Training can substitute for experience:	70%	30%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 8 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	30%	35%	35%
Record keeping	53%	47%	0%
Working independently	41%	53%	6%
Working under pressure	0%	71%	29%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	6%	12%	82%
Compute %/discounts/statistics	12%	18%	70%
Geometry/Algebra/Advanced Math	0%	18%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	30%	40%	30%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	47%	41%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	71%	29%	0%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	94%
Spreadsheet	71%
Database	18%
Desktop Publishing	24%
Other:	29%
PowerPoint, internet navigatio	n.

17 Firms Responding92 Jobs Represented



Increasingly Important Skills Reported

Grammar and spelling, computer skills, interpret written information accurately. Phone etiquette and customer service. Follow specific directions, operate updated office equipment such as computer scanner. Initiative, drive for high quality performance.

Skills/Qualifications in Short Supply

Proficiency in English language, spelling and oral communication skills, telephone communication skills, courtesy and professional toward customer, and appropriate office clothing.

OTHER INFORMATION

Promotional Opportunities

Some firms (24%) reported promoting to other positions when available: Supervisor, Office Manager, promote to other departments/divisions.

Skills Important for Career Advancement

Computer skills, excellent organizational skills, communication skills, service to customer, and telephone skills.

Union Employment

Firms:	18%
Employees:	65%

Employment Type/Hours

Almost all employees work full time, averaging 39 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions 14%
Employees Leaving 79%
New Positions 7%

New Positions 7% Temporary 0%

Employer Screening Methods

Drug Testing	29%	Medical/Physical	12%
Aptitude Testing	6%	Police/Background	12%
DMV Printout	24%	Reference check	88%
Other: finger prints, T.B. test			

LOCAL TRAINING PROVIDED

HOTEL DESK CLERKS

OES CODE: 538080

Alternative Title: Front Desk Clerk, Front Desk Representative, Night Auditor, Customer

Service Representative

DEFINITION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Recruitment Methods

	0001
In-house Promotion or Transfer	60%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	60%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other: (word of mouth)	60%

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:

Male 31% Female 69%

WHERE THE JOBS ARE

Hotels and Motels

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0% Growth: Remain Stable

All employers reported stable demand in this occupation during the last. For the next two years, all employers reported expecting demand to remain stable.

WAGES AND BENEFITS

Non-union and Union*		R	ar	ge	!	Me	edian
New hire, no experience New hire, experienced	_	5.75 5.75		_		Ţ	5.75 6.25
3+ yrs experience w/firm	_	6.75		_			7.75

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	0%	0%
Sick Leave	27%	0%
Vacation	33%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

HOTEL DESK CLERKS

EMPLOYER REQUIREMENTS

Minimum level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

NO PF	REFERRED
20%	73%
17%	N/A
	20%

Employers prefer applicants with 3 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Importan
Analytical skills	7%	80%	13%
Record keeping	40%	60%	0%
Working independently	53%	47%	0%
Working under pressure	40%	47%	13%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	7%	20%	73%
Compute %/discounts/statistics	27%	0%	73%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	33%	47%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	27%	33%	40%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	73%	27%	0%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	13%
Spreadsheet	13%
Database	0%
Desktop Publishing	13%
Other:	88%
/I latal authors	

(Hotel software manager for reservations, check in/out, and billing).

15 Firms Responding 48 Jobs Represented



Increasingly Important Skills Reported

Use adding and credit card machines, math skills and fluency in Spanish and English. Outgoing, courteous and congenial personality. Work well under pressure, and handle angry customers.

Skills/Qualifications in Short Supply

Broad knowledge of local economy/industries, population numbers, tourism, etc. Fluency in English and Spanish, excellent service to customer, professional presentation with regard to clothing and conduct.

OTHER INFORMATION

Promotional Opportunities

Some firms (33%) reported promoting to other positions when available: Management or supervisory positions, front office assistant or supervisor.

Skills Important for Career Advancement

Math skills, computer skills, knowledgeable of local area, bilingual in English/Spanish, excellent customer service and telephone skills.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 41 hours per week. Some employees work part-time, averaging 26 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

teu nom.	
Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	0%	Medical/Physical	0%
Aptitude Testing	7%	Police/Background	7%
DMV Printout	0%	Reference check	87%
Other:			0%

LOCAL TRAINING PROVIDED

MAINTENANCE REPAIRERS - GENERAL UTILITY

OES CODE: 851320

Alternative Title: General Repair Personnel, General Maintenance Worker, Public Works Personnel

DEFINITION

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings floors and stairs.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented

Male 96% Female 4%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 2.0% Growth: Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Recruitment Methods

In-house Promotion or Transfer	60%
Employee Referrals	60%
Newspaper Ads	47%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	47%

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education
Elementary and Secondary Schools
Federal Government
Concrete, Gypsum, and Plaster Products
Real Estate Agents and Managers

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$10.00	\$ 7.00
New hire, experienced	\$ 6.00 - \$11.51	\$ 8.00
3+ yrs experience w/firm	\$ 6.50 - \$13.00	\$ 10.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	27%	0%
Dental Insurance	27%	0%
Vision Insurance	27%	0%
Life Insurance	40%	0%
Sick Leave	47%	0%
Vacation	53%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

MAINTENANCE REPAIRERS - GENERAL UTILITY



15 Firms Responding79 Jobs Represented



Minimum Level of Education Firms Require

Less than high school	20%
High school or equivalent	80%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

Work experience required:	YES	NO PRI	FERRED
	13%	7%	80%
Training can substitute for experience:	71%	29%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	20%	73%	7%
Record keeping	27%	40%	33%
Working independently	53%	47%	0%
Working under pressure	0%	73%	27%
Add/subtract 2+ digit numbers	87%	13%	0%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	0%	20%	80%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	93%	7%	0%
Read/comprehend info in Spanish	6%	6%	88%
Write effectively in English	88%	6%	6%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	21%	43%	36%

^{*} Percentage based on employers responding to this question.

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

Increasingly Important skills Reported

Technical knowledge in plumbing, air conditioning repair, electrical repair, carpentry and road repair. Building and sprinkler systems maintenance. Excellent customer service, and work well with others.

Skills/Qualifications in Short Supply

Completion of paperwork/record keeping, writing and communication skills.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor and promote to other departments.

Skills Important for Career Advancement

Equipment repair, plumbing, carpentry. Building maintenance and electrical knowledge.

Union Employment

Firms:	7%
Employees:	16%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 15 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	13%
Employees Leaving	75%
New Positions	6%
Temporary	6%

Employer Screening Methods

Drug Testing	53%	Medical/Physical	20%
Aptitude Testin	g 0%	Police/Background	20%
DMV Printout	60%	Reference check	80%
Other: Health ca	ard. T.B.	Test, finger prints	27%

LOCAL TRAINING PROVIDED

MANAGER - RETAIL STORE

OES CODE: 185167999

Alternative Title: Team Leaders, Store Director, Peripheral Store Mngr., Service Manager

DEFINITION

Manager, Retail Store manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays and advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer complaints or inquiries.

SIZE OF OCCUPATION

Occupation Size: Data not available

Gender by Percentage of Employees Represented:
Male 62% Female 38%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Data not available Growth: Data not available for this occupation.

Almost all employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer Employee Referrals Newspaper Ads Private Employment Agencies Employment Development Dept. School, Program Referrals Union Hall Referrals Walk-in Applicants Trade Journals Internet Colleges/Universities	69% 94% 31% 0% 6% 0% 100% 0% 0%
Other (word of mouth)	13%

WHERE THE JOBS ARE

No Data Available for this Occupation

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 7.50 - \$ 11.99 \$ 8.00 - \$ 22.05 \$ 9.50 - \$ 24.93	\$ 11.65

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	13%	56%
Dental Insurance	6%	50%
Vision Insurance	13%	50%
Life Insurance	44%	25%
Sick Leave	75%	13%
Vacation	81%	6%
Retirement Plan	6%	7%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

MANAGER - RETAIL STORE

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRE
Work experience required:	38%	0%	63%
Training can substitute for experience:	56%	44%	N/A

Employers prefer applicants with 24 - 36 months experience.

Employers prefer applicants with 8 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	88%	12%	0%
Record keeping	94%	6%	0%
Working independently	88%	12%	0%
Working under pressure	81%	19%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	94%	6%	0%
Compute decimals/fractions	50%	12%	38%
Compute %/discounts/statistics	63%	31%	6%
Geometry/Algebra/Advanced Math	6%	12%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	88%	12%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	12%	88%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	12%	50%	38%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

data, payroll and inventory.

Type of Software:	Percentage of All Firms:
Word Processing	38%
Spreadsheet	31%
Database	15%
Desktop Publishing	0%
Other: Software package: schedulir	ng, 85%
personnel files, sales summaries, ve	ndor

16 Firms Responding73 Jobs Represented



Increasingly Important Skills Reported

Bookkeeping, strong sales abilities, negotiating and mediation skills. Knowledgeable of product lines, merchandising and display set-up. Leadership skills, excellent customer service. Organizational skills, adapt well to change and trustworthy.

Skills/Qualifications in Short Supply

Problem solving abilities, English proficiency, time management skills, mediation skills, positive and outgoing personality. Training and education.

OTHER INFORMATION

Promotional Opportunities

Most firms (75%) reported promoting to other positions when available: District/Regional Manager, Store Manager, Buyer or Operations Manager.

Skills important for Career Advancement

Math and computer skills. Communication skills, organizational skills. Volume of sales. Leadership abilities, staff training, and able to command authority.

Union Employment

Firms:	6%
Employees:	15%

Employment Type/Hours

All employees work full-time, averaging 42 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	22%
Employees Leaving	67%
New Positions	11%
Temporary	0%

Employer Screening Methods

Drug Testing	62%	Medical/Physical	19%
Aptitude Testing	0%	Police/Background	6%
DMV Printout	31%	Reference check	94%
Other: T.B. Test, questionnaire at hire, verify education			25%

LOCAL TRAINING PROVIDED



MEDICAL ASSISTANTS

OES CODE: 660050

Alternative Title: Certified Nurse Assistant

Recruitment Methods

In-house Promotion or Transfer	56%
Employee Referrals	44%
Newspaper Ads	63%
Private Employment Agencies	6%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	31%

DEFINITION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:
Male 10% Female 90%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 28.6% Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 7.29	\$ 6.00
New hire, experienced	\$ 6.50 - \$ 8.63	\$ 7.38
3+ yrs experience w/firm	\$ 7.00 - \$ 11.51	\$ 8.62

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	50%	31%
Dental Insurance	25%	19%
Vision Insurance	19%	13%
Life Insurance	38%	13%
Sick Leave	63%	0%
Vacation	88%	0%
Retirement Plan	44%	6%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

MEDICAL ASSISTANTS



EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

Work experience required:	YES	NO	PREFERRED
	13%	6%	81%
Training can substitute for experience:	87%	13%	N/A

Employers prefer applicants with 4 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	69%	31%	0%
Record keeping	88%	12%	0%
Working independently	88%	6%	6%
Working under pressure	93%	7%	0%
Add/subtract 2+ digit numbers	88%	12%	0%
Multiply/divide	81%	19%	0%
Compute decimals/fractions	56%	13%	31%
Compute %/discounts/statistics	6%	50%	44%
Geometry/Algebra/Advanced Math	19%	44%	37%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	25%	63%	12%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	19%	69%	12%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	56%	37%	7%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms
Word Processing	45%
Spreadsheet	18%
Database	27%
Desktop Publishing	0%
Other: Medisoft and MSM used for	or 45%
appointments, patient history/accou	ints, etc.

Licensing Requirements

Medical Assistants are not licensed, certified, or registered by the State. However, ten hours of training and ten performances of three various injections, blood withdrawal and skin testing are required.

16 Firms Responding90 Jobs Represented

Increasingly Important Skills Reported

Excellent telephone skills and service to customer. Medical terminology, accurate completion of medical records. Patience with elderly. Follow established procedures, punctual/dependable. Continued education.

Skills/Qualifications in Short Supply

Organizational skills, computer skills, communication skills, adherence to established office procedures, medical terminology, and service to customer.

OTHER INFORMATION

Promotional Opportunities

Most responding firms (63%) report promoting to other positions when available: Office Manager, Front Desk Supervisor, and Accounts manager.

Skills Important for Career Advancement

Work independently, Medical Assistant Certificate, medical terminology, communication skills, service to customers.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 18 hours per week, or temporary/on call average 4 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	3%
Employees Leaving	94%
New Positions	3%
Temporary	0%

Employer Screening Methods

Drug Testing	25%	Medical/Physical	12%
Aptitude Testing	12%	Police/Background	0%
DMV Printout	6%	Reference check	50%
Other: Medical Assist. Certificate, T.B. test,			19%
verify education.			

LOCAL TRAINING PROVIDED



PHARMACISTS

OES CODE: 325170

Alternative Title: Pharmacy Manager

DEFINITION

Pharmacists compound and dispense medications following prescriptions issued by physicians, dentists or other authorized medical practitioners.

SIZE OF OCCUPATION

.Occupation Size: Small

Gender by percentage of employees represented:

Male 94% Female 6%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 25.0% Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	11%
Employee Referrals	0%
Newspaper Ads	78%
Private Employment Agencies	33%
Employment Development Dept.	11%
School, Program Referrals	0%
Union Hall Referrals	22%
Walk-in Applicants	11%
Trade Journals	11%
Internet	78%
Colleges/Universities	33%
Other: (word of mouth)	11%

WHERE THE JOBS ARE

Drug Stores and Proprietary Stores
Hospitals
Grocery Stores

WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 25.00 - \$ 41.00	\$ 40.00
New hire, experienced	\$ 28.27 - \$ 48.00	\$ 36.00
3+ yrs experience w/firm	\$ 32.83 - \$ 50.00	\$ 42.00
Union		
New hire, no experience	\$ 40.00 - \$ 42.00	\$ 41.00
New hire, experienced	\$ 42.00 - \$ 46.00	\$ 44.00
3+ yrs experience w/firm	\$ 45.00 - \$ 48.00	\$ 46.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*	efits* Full Time	
	Employer Pays All	Share Cost
Medical Insurance	67%	33%
Dental Insurance	56%	22%
Vision Insurance	56%	33%
Life Insurance	56%	22%
Sick Leave	78%	0%
Vacation	100%	0%
Retirement Plan	78%	11%
Child Care	11%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

PHARMACISTS



Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	89%
Graduate	11%

Training and Experience

YES NO **PREFERRED** Work experience required: 33% 44% 22%

Training can substitute

0% 100% N/A for experience:

Employers prefer applicants with 24 - 72 months work experience.

Employers do not accept training as a substitute for work.

Basic Skills *

	Very		Not
	Important	Important	Importan
Analytical skills	89%	11%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	56%	33%	11%
Geometry/Algebra/Advanced Math	11%	56%	33%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	11%	22%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	11%	22%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	11%	56%	33%
* Darsantage based on amn		dina to this au	antion

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	100%
Pharmacy software pack	age, E-mail, and
computer-to-computer sy	ystems.

Licensing Requirements

This occupation requires graduation from a recognized college of pharmacy with a Bachelor of Science in pharmacy or equivalent, 1,500 hours of intern experience, passing of the examination. License is issued by the state Pharmacy Board.

9 Firms Responding 16 Jobs Represented



Increasingly Important Skills Reported

Ability to handle multiple tasks, knowledge of cost effective alternatives. Work well under pressure, ability to work as part of a team, ability to handle difficult customers, and good work ethics.

Skills/Qualifications in Short Supply

Customer service, ability to work well with HMOs, communication with other professionals.

OTHER INFORMATION

Promotional Opportunities

Many firms (44%) reported promoting to other positions when available: Pharmacy Manager, Director of Pharmacy, and Co-Owner.

Skills Important for Career Advancement

Customer service/public relations skills, management and leadership skills. Knowledge of pathologies, medical terminology, pharmacological biopharmaceutical principles.

Union Employment

Firms:	22%
Employees:	19%

Employment Type/Hours

Most employees work full-time averaging 45 hours per week. Some employees work temporary or on-call, both averaging 7 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	43%
New Positions	14%
Temporary	43%

Employer Screening Methods

Drug Testing	44%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	11%
DMV Printout	11%	Reference check	78%
Other: Verify educ	ation an	d license	67%

LOCAL TRAINING PROVIDED



SALESPERSONS, RETAIL (Except Vehicle Sales)

OES CODE: 490112

Alternative Title: Sales Support, Team Members,

Sales Associates, Trades People, Sales

DEFINITION

Retail Salespersons (except vehicle sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of employees represented:

Male 31% Female 69%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 2.8% Growth: Much Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	80%
Employee Referrals	100%
Newspaper Ads	13%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	33%

WHERE THE JOBS ARE

No Data Available for This Occupation

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 5.80 - \$ 6.75 \$ 6.00 - \$10.00 \$ 6.75 - \$12.50	\$ 6.25 \$ 7.00 \$ 9.00

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	13%	60%
Dental Insurance	7%	47%
Vision Insurance	13%	40%
Life Insurance	40%	20%
Sick Leave	73%	13%
Vacation	87%	7%
Retirement Plan	7%	33%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

SALESPERSONS, RETAIL (Except Vehicle Sales)

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	7%
High school or equivalent	87%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

Work experience required:	YES 33%	NO PI 20%	REFERRED 47%
Training can substitute for experience:	75%	25%	N/A

Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

Very Important	Important	Not Important
7%	80%	13%
40%	47%	13%
53%	47%	0%
33%	67%	0%
100%	0%	0%
93%	7%	0%
20%	13%	67%
40%	33%	27%
0%	7%	93%
100%	0%	0%
27%	6%	67%
100%	0%	0%
13%	13%	74%
100%	0%	0%
67%	33%	0%
	Important 7% 40% 53% 33% 100% 93% 20% 40% 0% 100% 27% 100% 13% 100%	Important Important 7% 80% 40% 47% 53% 47% 33% 67% 100% 0% 93% 7% 20% 13% 40% 33% 0% 7% 100% 0% 27% 6% 100% 0% 13% 13% 100% 0%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms.
Word Processing	0%
Spreadsheet	0%
Database	29%
Desktop Publishing	0%
Other: Retail store software: inve	ntory 71%
staff scheduling, vendor info, billing	g etc. Internet use.

15 Firms Responding **588 Jobs Represented**



Increasingly Important Skills Reported

Communication skills, positive attitude, excellent service to customer, math skills, use of cash register, deal with difficult customers knowledge of company products, and negotiating skills.

Skills/Qualifications in Short Supply

Communication skills, English language proficiency, organizational skills, knowledge of product lines. Adapt to schedule needs, focus on company goals.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (87%) reported promoting to other positions when available: General Manager, Store Manager, Department Manager, Team Leader, and Sales Manager.

Skills Important for Career Advancement

Customer service, positive attitude, sales abilities, knowledge of product lines, bilingual-English/Spanish.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Many employees work full time, averaging 40 hours per week or part time averaging 19 hours per week. A few employees work temporary/on call averaging 6 hours per week, or seasonal averaging 8 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	13%
Employees Leaving	69%
New Positions	17%
Temporary	1%

Employer Screening Methods

Drug Testing	60%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	13%
DMV Printout	33%	Reference check	93%

LOCAL TRAINING PROVIDED

SYSTEMS ANALYSTS - ELECTRONIC DATA PROCESSING

OES CODE: 251020

Alternative Title: Programmer, Program Analyst, Vice President of Data Processing, System Administrator

DEFINITION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Please do not include persons working primarily as engineers, mathematicians, programmers, or scientists.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:
Male 83% Female 17%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 50.0% Growth: Much Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

, ,	5% 5%
	5%
Newspaper Ads 75	
Private Employment Agencies	0%
Employment Development Dept. 50	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants 50	0%
Trade Journals	0%
Internet 25	5%
Colleges/Universities (0%
Other: (word of mouth)	5%

WHERE THE JOBS ARE

Federal Government
Computer and Data Processing Services
Local Government, Except Hospitals and Education
State Government, Except Hospitals and Education
Colleges and Universities

WAGES AND BENEFITS

Non-union and Union"	Range	wedian
New hire, no experience	Insufficient dat	a
New hire, experienced	\$10.00 - \$40.27	\$26.33
3+ yrs experience w/firm	\$15.00 - \$48.33	\$29.95

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	50%	25%
Dental Insurance	25%	25%
Vision Insurance	25%	25%
Life Insurance	75%	0%
Sick Leave	75%	0%
Vacation	75%	0%
Retirement Plan	50%	25%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

SYSTEMS ANALYSTS - ELECTRONIC DATA PROCESSING

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	50%
Bachelor degree	50%
Graduate	0%

Training and Experience

Work experience required:	YES	no pre	FERREI
	50%	0%	50%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 12 - 48 months experience.

Employers do not accept training as a substitute for work.

Basic Skills *

	Very Important	Important	Not Importan
Analytical skills	100%	0%	0%
Record keeping	100%	0%	0%
Working independently	75%	25%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	75%	25%	0%
Compute %/discounts/statistics	25%	75%	0%
Geometry/Algebra/Advanced Math	25%	75%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	25%	0%	75%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	25%	75%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	0%	75%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	25%
Spreadsheet	75%
Database	75%
Desktop Publishing	0%
Other: Various accounting software	, 75%
SAP (C++)	

4 Firms Responding 6 Jobs Represented

Increasingly Important Skills Reported

Identify system problems, ability to think logically, technical writing, competency in mathematics, knowledge of network systems and internet technologies, interpersonal skills, ability to work on a team, and communication skills.

Skills/Qualifications in Short Supply

Availability/communication with others, knowledge of company operational procedures.

OTHER INFORMATION

Promotional Opportunities

Some firms (25%) reported promoting to other positions when available: Computer Systems Engineer.

Skills Important for Career Advancement

Analytical skills, communication skills, network systems, and advanced mathematics.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 26 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	0%
New Positions	100%
Temporary	0%

Employer Screening Methods

Drug Testing	75%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	25%
DMV Printout	75%	Reference check	100%
Other: Verify Educ	cation/tra	aining	75%

LOCAL TRAINING PROVIDED



TRUCK DRIVERS - Heavy or Tractor Trailer

OES CODE: 971020

Alternative Title: Front Loaders, Combination Driver, Line Driver, Local Driver, Feeder Driver

DEFINITION

Heavy or Tractor Trailer Truck Drivers drive tractortrailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 100% Female 0%

PROJECTIONS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Average Growth: 10.2%

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	24%
Employee Referrals	94%
Newspaper Ads	35%
Private Employment Agencies	0%
Employment Development Dept.	29%
School, Program Referrals	0%
Union Hall Referrals	6%
Walk-in Applicants	88%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

WHERE THE JOBS ARE

Trucking & Courier Services, Except Air
Concrete, Gypsum, and Plaster Products
Local Government, Except Hospitals & Education
Gold & Silver Ores
Petroleum and Petroleum Products

WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 7.50 - \$ 8.50 \$ 7.00 - \$12.00 \$ 9.00 - \$15.00	\$ 7.75 \$ 9.00 \$ 12.00
Union	Range	Median

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*	Full Time

	Employer Pays All	Share Cost
Medical Insurance	53%	35%
Dental Insurance	29%	35%
Vision Insurance	29%	35%
Life Insurance	65%	6%
Sick Leave	88%	0%
Vacation	88%	0%
Retirement Plan	18%	24%
Child Care	0%	0%
Other	0%	0%

Percentage is based on number of employers offering benefits and responding to this question.

TRUCK DRIVERS - Heavy or Tractor Trailer





EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	53%
High school or equivalent	47%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

Work experience required:	YES 70%	NO 6%	PREFERRED 24%
Training can substitute	25%	36%	N/A

Employers prefer applicants with 12 - 36 months work experience.

Employers prefer applicants with 8 - 12 months training.

Basic Skills *

	Very		Not
	Important	Important	Important
Analytical skills	41%	59%	0%
Record keeping	71%	23%	6%
Working independently	71%	29%	0%
Working under pressure	47%	47%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	29%	18%	53%
Compute %/discounts/statistics	0%	24%	76%
Geometry/Algebra/Advanced Math	0%	12%	88%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	29%	71%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	35%	65%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	23%	65%	12%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants *not* needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%

Licensing Requirements

Persons operating a commercial vehicle for a fee need to have a Class A or B Commercial License, dependent upon the firm's business needs.

Increasingly Important Skills Reported

Good DMV driving record, observance of safety issues, customer service, correct load and unload of freight, dependable, math skills, write legibly and some truck repair.

Skills/Qualifications in Short Supply

Proper completion of paperwork, observance of safety procedures, proper tie-downs of loads, care of equipment, personal presentation, and English language proficiency.

OTHER INFORMATION

Promotional Opportunities

Some firms (29%) reported promoting to other positions when available: Transport Supervisor, Management, Sales, transfer to other departments.

Skills Important for Career Advancement

Excellent driving record, communication skills, interpersonal skills, knowledgeable to types of trailers, ability to safely maximize loading capacity, reading, writing and math skills.

Union Employment

Firms:	24%
Employees :	17%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	3%
Employees Leaving	71%
New Positions	26%
Temporary	0%

Employer Screening Methods

Drug Testing	82%	Medical/Physical	47%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	94%	Reference check	100%
Other: Verify Class	A licens	e and DMV Healthcard.	47%

LOCAL TRAINING PROVIDED

WELDERS AND CUTTERS

OES CODE: 939140

Alternative Title: Combination Welder, Journeyman Welder, Lead Welder, ARC Welder

DEFINITION

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:
Male 100% Female 0%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Faster Than Average Growth: 14.3%

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	20%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

WHERE THE JOBS ARE

Misc. Special Trade Contractors
Miscellaneous Repair Shops
Farm & Garden Machinery
Concrete, Gypsum and Plaster Products

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience New hire, experienced 3+ yrs experience w/firm	\$ 6.50 - \$10 \$ 6.50 - \$10 \$ 9.00 - \$10	3.50 \$ 8.70

*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits* Full Time

Employer Pays All	Share Cost
7%	67%
0%	73%
0%	73%
47%	13%
80%	0%
80%	0%
7%	13%
0%	0%
0%	0%
	7% 0% 0% 47% 80% 80% 7% 0%

Percentage is based on number of employers offering benefits and responding to this question.

WELDERS AND CUTTERS



Minimum Level of Education Firms Require

Less than high school	7%
High school or equivalent	93%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

Work experience required:	YES 27%	NO 7 %	PREFERRED 67%
Training can substitute for experience:	79%	21%	N/A

Employers prefer applicants with 12 - 24 months work experience.

Employers prefer applicants with 6 - 18 months training.

Basic Skills *

	Very		Not
	Important	Important	Important
Analytical skills	53%	47%	0%
Record keeping	33%	40%	27%
Working independently	87%	13%	0%
Working under pressure	47%	53%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	87%	13%	0%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	33%	40%	27%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	27%	73%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	33%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	13%	67%	20%

^{*} Percentage based on employers responding to this question

Computer Skills

Employers reported applicants not needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

15 Firms Responding96 Jobs Represented



Increasingly Important Skills Reported

Mechanical aptitude, read and follow directions, accuracy/precision, math skills, common sense, knowledge of different welding materials, and dependable.

Skills/Qualifications in Short Supply

Working with specialty materials and processes, welding certificate, writing skills and English language proficiency.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor, and Lead Welder.

Skills Important for Career Advancement

Read and follow directions. Ability to do arc welding, and read blue prints. Knowledge of different welding metals/equipment/tools, knowledge of farm equipment, knowledge of geothermal pipe fabrication. Accuracy and precision. Mechanical aptitude.

Union Employment

Firms:	 0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 30 hours per week, or temporary/on call, average 40 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	64%
New Positions	36%
Temporary	0%

Employer Screening Methods

Drug Testing	73%	Medical/Physical	13%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	67%	Reference check	93%
Other: Verify training/certification			13%

LOCAL TRAINING PROVIDED

OCCUPATIONS SURVEYED IN 1999

Cooks, Specialty Fast Food

Correction Officers and Jailers

Food Service Managers

Human Services Workers

Industrial Truck and Tractor Operators

Janitors and Cleaners

Maids and Housekeeping Cleaners

Paving, Surfacing, and Tamping Equipment Operators

Police Patrol Officers

Receptionists and Information Clerks

Sheriffs and Deputy Sheriffs

Stock Clerks

Teachers - Secondary School

Teachers - Special Education

Traffic, Shipping, and Receiving Clerks

COOKS - SPECIALTY FAST FOOD

OES CODE: 650320

Alternative Title: Cooks, and Crew Personnel

Where The Jobs Are

Eating and Drinking Places

98.5%

DEFINITION

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 11.8% Growth: Faster Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and many employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	Х	Х
Moderately Difficult		
Not Difficult		

Vacancies filled within the last 12 months were 119 resulting from:

Promotions	21%
Employees Leaving	77%
New Positions	2%
Temporary	0%

Almost all responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 5.75	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 8.00	\$ 6.50
3+ yrs experience w/firm	\$ 5.75 - \$ 9.25	\$ 7.00

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Employer Pays All

	Full Time	Part Time
Medical Insurance	20%	7%
Dental Insurance	13%	0%
Vision Insurance	7%	0%
Life Insurance	20%	7%
Sick Leave	13%	7%
Vacation	33%	0%
Retirement Plan	13%	7%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Most employees work full-time averaging 38 hours per week. Some employees work part-time averaging 25 hours per week.

Gender by percentage of employees represented:

Male 59% Female 41%

Union Employment:

None reported

COOKS - SPECIALTY FAST FOOD



EDUCATION

Minimum level of education firms require:

Less than high school	67%
High school or equivalent	33%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	19%	75%	6%
Record keeping	19%	56%	25%
Working independently	69%	19%	12%
Working under pressure	94%	0%	6%
Add/subtract 2+ digit numbers	75%	25%	0%
Multiply/divide	50%	31%	19%
Compute decimals/fractions	6%	25%	69%
Compute %/discounts/statistics	12%	19%	69%
Geometry/Algebra/Advanced Math	6%	6%	87%
Read/comprehend info in English	62%	31%	6%
Read/comprehend info in Spanish	19%	50%	31%
Write effectively in English	56%	25%	19%
Write effectively in Spanish	19%	19%	62%
Orally communicate in English	56%	31%	12%
Orally communicate in Spanish	25%	56%	19%

COMPUTER SKILLS

A few employers reported applicants needing to utilize software for placing customer food orders and for inventory purposes.

OTHER

Increasingly important skills reported by employers: ability to handle multiple tasks, good work ethics and ability to work as part of a team.

Qualifications/skills in short supply by applicants: ability to work as part of a team, customer service, speed/sense of urgency to complete multiple food orders, experience, self-direction, working well with waitresses and basic computer knowledge.

15 Firms Responding240 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	27%	13%	60%
Training can substitute for experience:	85%	15%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 3 - 12 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	25%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	12%	Reference check	62%
Other: Health card			73%

Recruitment Methods:

rtoor altinom motiloac.	
In-house Promotion or Transfer	67%
Employee Referrals	73%
Newspaper Ads	20%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	40%

LOCAL TRAINING PROVIDED

CORRECTION OFFICERS AND JAILERS

OES CODE: 630170

Alternative Title: Correctional Officers

Where The Jobs Are

State Gov., Exc Hospital & Education 92.1%

DEFINITION

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large
Projected Job Growth Rate: 15.2%
Growth: Faster Than Average

SUPPLY AND DEMAND

Most employers reported growing demand in this occupation during the last year and all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	Х	
Moderately Difficult		Х
Not Difficult		

Vacancies filled within the last 12 months were 103 resulting from:

Promotions	19%
Employees Leaving	47%
New Positions	34%
Temporary	0%

All responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	10.68 - \$ 12.57	\$ 11.63
New hire, experienced	\$ 10.68 - \$ 12.57	\$ 11.63
3+ yrs experience w/firm	\$ 11.78 - \$ 13.81	\$ 12.80

^{*}All wages reported are union wages.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

	Employer Pays All	Share Cost
Medical Insurance	0%	100%
Dental Insurance	50%	50%
Vision Insurance	100%	0%
Life Insurance	50%	0%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	100%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few temporary employees work an average of 40 hours per week.

Gender by percentage of employees represented:

Male 76% Female 24%

Union Employment:

Firms 100% Employees 100%

CORRECTION OFFICERS AND JAILERS



PREFERRED

2 Firms Responding 699 Jobs Represented

EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very		Not
	Important	Important	Important
Analytical skills	50%	50%	0%
Record keeping	0%	50%	50%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	50%	50%	0%
Multiply/divide	0%	50%	50%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	50%	50%	0%
Read/comprehend info in Spanish	0%	50%	50%
Write effectively in English	50%	50%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	50%	50%
,			

COMPUTER SKILLS

All employers reported applicants do not need computer skills.

OTHER

Increasingly important skills reported by employers: ability to follow policies and procedures, and supervisory skills.

Qualifications/skills in short supply by applicants: clean background, good financial credit history and no criminal record.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

YES

Work experience required	d: 0%	50%	50%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 6 months experience.

Employers prefer applicants with 6 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	50%	Police/Background	100%
DMV Printout	50%	Reference check	100%
Other: Polygraph	, treadm	ill and credit check	100%

Recruitment Methods:

In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (recruitment fairs)	100%

LOCAL TRAINING PROVIDED

No training available locally for this occupation.



FOOD SERVICE MANAGERS

OES CODE: 150261

Alternative Title: General Managers,

and Restaurant Managers

DEFINITION

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Medium

Projected Job Growth Rate: 10%

Growth: Average

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		Х
Not Difficult		

Vacancies filled within the last 12 months were 11 resulting from:

Promotions	36%
Employees Leaving	45%
New Positions	18%
Temporary	0%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Eating and Drinking Places	56.3%
Elementary & Secondary Schools	25.0%

WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.00	\$ 6.00
New hire, experienced	\$ 6.28 - \$ 12.27	\$ 8.00
3+ yrs experience w/firm	\$ 6.90 - \$ 14.38	\$ 11.51

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

	Employer Pays	Share Cost
Medical Insurance	20%	20%
Dental Insurance	13%	20%
Vision Insurance	7%	20%
Life Insurance	27%	13%
Sick Leave	20%	13%
Vacation	53%	0%
Retirement Plan	13%	13%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Most employees work full-time averaging 43 hours per week. Some employees work part-time averaging 27 hours per week.

Gender by percentage of employees represented:

Male 53% Female 47%

Union Employment:

None reported

FOOD SERVICE MANAGERS

EDUCATION

Minimum level of education firms require:

Less than high school	7%
High school or equivalent	80%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very		Not
	Important	Important	Important
Analytical skills	53%	40%	7%
Record keeping	60%	40%	0%
Working independently	80%	6%	14%
Working under pressure	93%	0%	7%
Add/subtract 2+ digit numbers	80%	13%	7%
Multiply/divide	53%	33%	13%
Compute decimals/fractions	53%	13%	33%
Compute %/discounts/statistics	47%	26%	26%
Geometry/Algebra/Advanced Math	7%	46%	46%
Read/comprehend info in English	87%	6%	6%
Read/comprehend info in Spanish	14%	57%	29%
Write effectively in English	80%	7%	13%
Write effectively in Spanish	20%	27%	53%
Orally communicate in English	73%	20%	7%
Orally communicate in Spanish	40%	47%	13%

COMPUTER SKILLS

Most employers reported applicants need to utilize software for placing customer food orders and for inventory purposes.

OTHER

Increasingly important skills reported by employers: customer service, initiative and bookkeeping skills.

Qualifications/skills in short supply by applicants: broader management skills, customer service, speed in completing tasks, and ability to work as part of a team.

15 Firms Responding81 Jobs Represented



TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRE
Work experience required:	33%	13%	53%
Training can substitute	62%	38%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	20%	Medical/Physical	7%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	7%	Reference check	60%
Other: Health card and T.B. skin test		45%	

Recruitment Methods:

In-house Promotion or Transfer	47%
Employee Referrals	87%
Newspaper Ads	27%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	80%

LOCAL TRAINING PROVIDED



HUMAN SERVICE WORKERS

OES CODE: 273080

Alternative Titles: Family Care Parents, Case Managers and Prevention Specialists

DEFINITION

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Medium

Projected Job Growth Rate: 40.0% Growth: Much Faster Than Average

SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year, and most employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Х	X
Not Difficult		

Vacancies filled within the last 12 months were 48 resulting from:

Promotions	4%
Employees Leaving	19%
New Positions	60%
Temporary	17%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Residential Care 46.2% Individual & Family Services 33.8%

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 7.00 - \$ 11.24	\$ 8.00
New hire, experienced	\$ 7.25 - \$ 18.53	\$ 8.98
3+ yrs experience w/firm	\$ 7.50 - \$ 22.00	\$10.02

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

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^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Most employees work full-time averaging 40 hours per week. Some employees work part-time averaging 28 hours per week. A few employees work temporary averaging 24 hours per week.

Gender by percentage of employees represented:

Male 36% Female 64%

Union Employment:

Firms 8% Employees 9%

HUMAN SERVICE WORKERS



12 Firms Responding56 Jobs Represented

EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	25%
A. A. degree	33%
Bachelor degree	17%
Graduate	25%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	50%	33%	17%
Record keeping	67%	25%	8%
Working independently Working under pressure	67%	33%	0%
	58%	33%	8%
Add/subtract 2+ digit numbers	36%	45%	18%
Multiply/divide	27%	45%	27%
Compute decimals/fractions	25%	42%	33%
Compute %/discounts/statistics	17%	50%	33%
Geometry/Algebra/Advanced Math	0%	58%	42%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	42%	50%	8%
Write effectively in English	83%	17%	0%
Write in Spanish	33%	50%	17%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	33%	58%	8%

COMPUTER SKILLS

Almost all employers reported seeking applicants with word processing skills.

OTHER

Increasingly important skills reported by employers: counseling, flexibility, and organizational skills.

Qualifications/skills in short supply by applicants: writing effectively in English for case records documentation.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Work experience required: 67% 8% 25%

Training can substitute 55% 45% N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 6 - 9 months of training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	42%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	83%
DMV Printout	25%	Reference Check	83%
Other: Fingerprin	nt, & T.I	B. skin test	20%

Recruitment Methods:

for experience:

In-house Promotion or Transfer	58%
Employee Referrals	67%
Newspaper Ads	83%
Private Employment Agencies	17%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	17%
Colleges/Universities	17%
Other (newsletter)	8%

LOCAL TRAINING PROVIDED



INDUSTRIAL TRUCK & TRACTOR OPERATORS

OES CODE: 979470 Alternate Title: Warehouseman, Truck Operator, Truck Driver, Forklift Operator, and

Forklift Driver

DEFINITION

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Small

Projected Job Growth Rate: 0.0%*

Growth: Remain Stable

*Projected growth rate does not reflect anticipated growth in this occupation related to enactment of the North American Free Trade Agreement.

SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year and many employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	Х
Not Difficult		

Vacancies filled within the last 12 months were 61 resulting from:

Promotions	15%
Employees Leaving	15%
New Positions	30%
Temporary	41%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Sugar & Confectionary Products	23.5%
Local Gov., , Exc Hospital & Education	13.7%
Grocery Stores	7.8%
Grain Mill Products	5.9%
Lumber & Other Bldg. Materials	5.9%
Misc. Non-durable Goods	5.9%
Federal Government	3.9%
Trucking & Courier Services	3.9%

WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 10.83	\$ 7.00
New hire, experienced	\$ 5.75 - \$ 11.25	\$ 8.00
3+ yrs experience w/firm	\$ 6.00 - \$ 12.74	\$ 8.00

^{*}All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

	Employer Pays All	Not Provided
Medical Insurance	25%	25%
Dental Insurance	8%	25%
Vision Insurance	8%	25%
Life Insurance	25%	17%
Sick Leave	17%	17%
Vacation	42%	8%
Retirement Plan	8%	25%
Child Care	0%	8%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Most employees work full-time averaging 50 hours per week. A few employees work part-time averaging 24 hours per week. Some seasonal employees work average 49 hours per week.

Gender by percentage of employees represented:

Male 100% Female 0%

Union Employment: None reported

Special Licensing Required: See California Commercial Driving Handbook, Section 1.4 For additional information contact the Commercial Driving License Office of the Department of Motor Vehicle, Box 944278, MS-J254, Sacramento, CA 94278 (916) 657-5771 Must be 18 yrs of age; 21 for interstate commerce.

INDUSTRIAL TRUCK & TRACTOR OPERATORS



Minimum level of education firms require:

Less than high school	46%
High school or equivalent	54%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

13 Firms Responding 281 Jobs Represented



PREFERRED

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Work experience required:	46%	0%	54%
Training can substitute for experience:	38%	62%	N/A

YES

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very	Important	Not
	Important	Important	Important
Analytical skills	23%	38%	38%
Record keeping	54%	15%	31%
Working independently	77%	23%	0%
Working under pressure	61%	38%	0%
Add/subtract 2+ digit numbers	69%	31%	0%
Multiply/divide	61%	31%	8%
Compute decimals/fractions	23%	31%	46%
Compute %/discounts/statistics	15%	0%	85%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	77%	23%	0%
Read/comprehend info in Spanish	8%	54%	38%
Write effectively in English	61%	23%	15%
Write effectively in Spanish	7%	31%	61%
Orally communicate in English	77%	23%	0%
Orally communicate in Spanish	8%	46%	46%

COMPUTER SKILLS

A few employers reported seeking applicants with with word processing skills.

OTHER

Increasingly important skills reported by employers: punctuality, and the ability to read and write English.

Qualifications/skills in short supply by applicants: handling of heavy equipment, background in agriculture, math skills, customer service oriented, record keeping, common sense, and the ability to follow directions.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	85%	Medical/Physical	38%
Aptitude Testing	10%	Police/Background	30%
DMV Printout	73%	Reference check	77%
Other: DMV yearly drug screening			

Recruitment Methods:

In-house Promotion or Transfer	54%
Employee Referrals	77%
Newspaper Ads	38%
Private Employment Agencies	8%
Employment Development Dept.	31%
School, Program Referrals	8%
Union Hall Referrals	0%
Walk-in Applicants	69%
Trade Journals	0%
Internet	0%
Colleges/Universities	8%
Other (word of mouth)	15%

LOCAL TRAINING PROVIDED

There is local training available for this occupation. See appendix - Imperial Valley Regional Occupational Program (ROP).

A

JANITORS AND CLEANERS - Except Maids & Housekeeping Cleaners

OES CODE: 670050

Alternative Title: Custodian & Maintenance Worker.

Where The Jobs Are

Services to Buildings	59.7%
Elementary & Secondary Schools	15.1%
Eating and Drinking Places	2.3%

WAGES AND FRINGE BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.9	7 \$ 5.75
New hire, experienced	\$ 5.75 - \$ 6.9	7 \$ 6.00
3+ yrs experience w/firm	\$ 5.75 - \$ 8.00	0 \$ 6.74

Union

New hire, no experience	\$ 6.00	-	\$ 9.73	\$ 9.63
New hire, experienced	\$ 6.50	-	\$ 9.73	\$ 9.63
3+ yrs experience w/firm	\$ 7.00	-	\$11.15	\$10.71

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

DEFINITION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks. Does not include Maids and Housekeepers.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large Projected Job Growth Rate: 12.9% Growth: Faster Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Х	
Not Difficult		Х

Vacancies filled within the last 12 months were 22 resulting from:

Promotions	18%
Employees Leaving	23%
New Positions	32%
Temporary	27%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Fringe Benefits* Employer Pays All

	Full Time	Part Time
Medical Insurance	47%	7%
Dental Insurance	40%	7%
Vision Insurance	47%	7%
Life Insurance	40%	7%
Sick Leave	47%	7%
Vacation	60%	7%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Most employees work full-time averaging 40 hours per week. A few employees work part-time averaging 28 hours per week, temporary averaging 25 hours per week, or seasonal averaging 35 hours per week.

Gender by percentage of employees represented:

Male	85%	Female	15%
iviale	0070	remale	1370

Union Employment:

Firms	20%
Employees	48%

JANITORS AND CLEANERS - EXCEPT MAIDS & HOUSEKEEPING CLEANERS



15 Firms Responding 108 Jobs Represented

Minimum level of education firms require:

Less than high school	40%
High school or equivalent	60%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very		Not
	Important	Important	Important
Analytical skills	13%	20%	67%
Record keeping	27%	13%	60%
Working independently	86%	6%	7%
Working under pressure	53%	13%	33%
Add/subtract 2+ digit numbers	13%	46%	40%
Multiply/divide	6%	33%	60%
Compute decimals/fractions	0%	40%	60%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	53%	33%	13%
Read/comprehend info in Spanish	47%	40%	13%
Write effectively in English	40%	47%	13%
Write effectively in Spanish	20%	53%	27%
Orally communicate in English	67%	33%	0%
Orally communicate in Spanish	46%	46%	7%

COMPUTER SKILLS

A few employers reported seeking applicants with word processing skills.

OTHER

Increasingly important skills reported by employers: ability to use cleaning or chemicals properly and knowledge of safety regulations.

Qualifications/skills in short supply by applicants: ability to speak English, good personal grooming, initiative, punctuality, professionalism, and following directions well.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	20%	27%	53%
Training can substitute for experience:	45%	55%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	33%	Medical/Physical	21%
Aptitude Testing	7%	Police/Background	53%
DMV Printout	40%	Reference check	73%
Other: Fingerprints a	nd child a	buse background check	43%

Recruitment Methods:

In-house Promotion or Transfer	27%
Employee Referrals	80%
Newspaper Ads	60%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	27%

LOCAL TRAINING PROVIDED



MAIDS AND HOUSEKEEPING CLEANERS

OES CODE: 670020

Alternative Title: Housekeeper, Laundry Person, and Laundry Maintenance

DEFINITION

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 6.3% Growth: Slower Than Average

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		Х
Not Difficult	Х	

Vacancies filled within the last 12 months were 34 resulting from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Hotels & Motels	45.1%
Hospitals	17.3%
Nursing & Personal Care Facilities	6.9%
Residential Care	6.4%

WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.50	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 6.50	\$ 5.75
3+ yrs experience w/firm	\$ 6.25 - \$ 7.22	\$ 6.75

^{*}All employers reported Non-union wages only.

Fringe Benefits*

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Employer Pays All

Tringe Benefits	Employer rays An	
	Full Time	Part Time
Medical Insurance	27%	0%
Dental Insurance	27%	0%
Vision Insurance	18%	0%
Life Insurance	18%	9%
Sick Leave	27%	0%
Vacation	27%	9%
Retirement Plan	18%	9%
Child Care	0%	0%
Other	9%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Many employees work full-time averaging 40 hours per week or part-time averaging 20 hours per week. A few employees work temporary averaging 20 hours per week.

Gender by percentage of employees represented:

Male 13% Female 87%

Union Employment:

None reported

36%

27%

0%

0%

82%

MAIDS AND HOUSEKEEPING CLEANERS



EDUCATION

Minimum level of education firms require:

Less than high school	73%
High school or equivalent	27%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

Very	Important	Not
ппропапі	ппропапі	Important
		50%
18%	27%	54%
91%	9%	0%
54%	27%	18%
18%	18%	64%
18%	18%	64%
20%	10%	70%
0%	0%	100%
0%	0%	100%
45%	45%	9%
27%	73%	0%
27%	45%	27%
9%	64%	27%
45%	54%	0%
27%	64%	9%
	30% 18% 91% 54% 18% 20% 0% 0% 45% 27% 9% 45%	Important Important 30% 20% 18% 27% 91% 9% 54% 27% 18% 18% 18% 18% 20% 10% 0% 0% 0% 0% 27% 73% 27% 45% 9% 64% 45% 54%

COMPUTER SKILLS

All employers reported applicants do not need computer skills.

OTHER

Increasingly important skills reported by employers: honesty, customer service, and knowledge of the use of cleaning chemicals.

Qualifications/skills in short supply by applicants: ability to speak English, initiative, following directions well, and understanding the importance of job duties and responsibilities.

11 Firms Responding

77 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	27%	73%
Training can substitute for experience:	75%	25%	N/A

Employers prefer applicants with 3 - 6 months experience.

Employers prefer applicants with 3 - 6 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Medical/Physical

9% Police/Background

27%

Drug Testing

Internet

Colleges/Universities

Other (word of mouth)

Aptitude Testing

DMV Printout 10% Reference check	55%
Other: Fingerprints and T.B. skin test	25%
Recruitment Methods:	
In-house Promotion or Transfer	0%
Employee Referrals	73%
Newspaper Ads	18%
Private Employment Agencies	0%
Employment Development Dept.	18%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%

LOCAL TRAINING PROVIDED

PAVING, SURFACING AND TAMPING EQUIPMENT OPERATORS

OES CODE: 877080

Alternative Title: Stripping & Sign I/II, Maintenance Worker and Laborers

DEFINITION

Paving, Surfacing, and Tamping Equipment Operators operate equipment used for applying concrete, asphalt, or other materials to road beds, parking lots, or airport runways and taxiways, or equipment used for tamping gravel, dirt or other materials. Included are such equipment operators as Concrete and Asphalt Paving Machine Operators, Form Tampers, Tamping Machine Operators, and Stone Spreader Operators.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 7.7% Growth: Slower Than Average

SUPPLY AND DEMAND

Most employers reported growing demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Х	Х
Not Difficult		

Vacancies filled within the last 12 months were 16 resulting from:

Promotions	31%
Employees Leaving	13%
New Positions	56%
Temporary	0%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

State Gov.,	Exc Hospital & Education	63.1%
Local Gov.,	Exc Hospital & Education	22.7%

WAGES AND FRINGE BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 6.00 - \$ 7.50	\$ 6.75
New hire, experienced	\$ 7.50 - \$ 10.00	\$ 8.75
3+ yrs experience w/firm	\$ 9.50 - \$ 18.00	\$13.75
Union		
New hire, no experience	\$ 11.51 - \$ 16.50	\$ 14.01
New hire, experienced	\$ 11.32 - \$ 24.50	\$ 11.51
3+ yrs experience w/firm	\$ 12.48 - \$ 24.50	\$14.38

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	40%	20%
Dental Insurance	40%	0%
Vision Insurance	40%	0%
Life Insurance	20%	40%
Sick Leave	60%	0%
Vacation	60%	0%
Retirement Plan	20%	40%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

All employees work full-time averaging 40 hours per week.

Gender by percentage of employees represented:

Male 96% Female 4%

Union Employment:

Firms 60% Employees 83%

PAVING, SURFACING AND TAMPING EQUIPMENT OPERATORS



EDUCATION

Minimum level of education firms require:

Less than high school	60%
High school or equivalent	40%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

Very		Not
Important	Important	Important
20%	40%	40%
20%	60%	20%
40%	60%	0%
20%	80%	0%
40%	20%	40%
40%	20%	40%
20%	20%	60%
0%	20%	80%
0%	0%	100%
40%	40%	20%
0%	60%	40%
60%	20%	20%
0%	20%	80%
40%	40%	20%
0%	20%	80%
	20% 20% 40% 20% 40% 20% 40% 0% 0% 0% 40% 0% 60% 0% 40%	Important Important 20% 40% 20% 60% 40% 60% 20% 80% 40% 20% 40% 20% 20% 20% 0% 20% 0% 60% 60% 20% 0% 20% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40%

COMPUTER SKILLS

A few employers reported seeking applicants with spreadsheet and database skills.

OTHER

Increasingly important skills reported by employers: ability to use manual tools, and knowledge of road application processes.

Qualifications/skills in short supply by applicants: skills with various equipment operations, such as using a grader, and experience working outside in hot weather.

5 Firms Responding119 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO PR	EFERRED
Work experience required:	20%	0%	80%
Training can substitute for experience:	80%	20%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	80%	Medical/Physical	60%
Aptitude Testing	0%	Police/Background	20%
DMV Printout	100%	Reference check	40%
Other: Must pass	civil se	vice exam	33%

Recruitment Methods:

60%
60%
40%
0%
0%
20%
20%
40%
0%
0%
20%
40%

LOCAL TRAINING PROVIDED

No training available locally for this occupation.

A g

POLICE PATROL OFFICERS

OES CODE: 630140

Alternative Title: Community Police

Officer, and Sergeant

DEFINITION

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large Projected Job Growth Rate: 15.4% Growth: Faster Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to grow over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult		
Not Difficult	Х	

Vacancies filled within the last 12 months were 13 resulting from:

Promotions	0%
Employees Leaving	85%
New Positions	15%
Temporary	0%

All responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Local Gov., Exc Hospital & Education 65.9% State Gov., Exc Hospital & Education 21.7%

WAGES AND FRINGE BENEFITS

Non-union and Union	Ra	an	ge	Median
New hire, no experience			\$ 16.06	\$ 12.22
New hire, experienced			\$ 18.13	\$ 13.85
3+ yrs experience w/firm	\$ 12.30	-	\$ 27.19	\$ 16.28

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

	Employer Pays All	Share Cost
Medical Insurance	17%	83%
Dental Insurance	17%	67%
Vision Insurance	17%	67%
Life Insurance	67%	33%
Sick Leave	100%	0%
Vacation	100%	33%
Retirement Plan	33%	67%
Child Care	0%	0%
Other	0%	17%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few employees work temporary averaging 24 hours per week.

Gender by percentage of employees represented:

	0.407		
Male	94%	Female	6%

Union Employment:

Firms	83%
Employees	96%

POLICE PATROL OFFICERS



6 Firms Responding114 Jobs Represented

EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	83%	0%	17%
Record keeping	67%	16%	16%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	50%	50%	0%
Multiply/divide	33%	67%	0%
Compute decimals/fractions	17%	50%	33%
Compute %/discounts/statistics	0%	50%	50%
Geometry/Algebra/Advanced Math	33%	33%	33%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	67%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	67%	33%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	100%	0%

COMPUTER SKILLS

Many employers reported seeking applicants with word processing skills and most report seeking applicants with law enforcement software skills.

OTHER

Increasingly important skills reported by employers: include typing, community involvement, and willingness to continue education.

Qualifications/skills in short supply by applicants: police academy training, dependability, good work ethics, accepting responsibility for own actions, following directions well, and ability to speak Spanish.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	17%	83%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 7 months experience.

Employers prefer applicants with 5 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	33%	Police/Background	100%
DMV Printout	100%	Reference check	100%
Other: Psychological evaluation by Mental Health,			100%
polygraph test and physical agility test			

Recruitment Methods:

In-house Promotion or Transfer	33%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	0%
Internet	0%
Colleges/Universities	50%
Other (Police Academy)	100%

LOCAL TRAINING PROVIDED

No training available locally for this occupation.



RECEPTIONISTS AND INFORMATION CLERKS

OES CODE: 553050

Alternative Title: Secretary

DEFINITION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large
Projected Job Growth Rate: 4.0%
Growth: Slower Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Х	X
Not Difficult		

Vacancies filled within the last 12 months were 18 resulting from:

Promotions	22%
Employees Leaving	61%
New Positions	6%
Temporary	11%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Offices & Clinics of Medical Doctor	20.6%
Local Government	12.6%
Hospitals	9.2%
Offices of other Health Practitioners	8.4%
Legal Services	4.6%
Offices & Clinics of Dentists	4.2%
Machinery, Equipment & Supply	3.4%
Federal Government	2.3%

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience New hire, experienced	\$ 5.75 - \$ 8.00 \$ 5.75 - \$ 9.00	\$ 6.00 \$ 7.00
3+ yrs experience w/firm	\$ 6.00 - \$11.00	\$ 8.25

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Employer Pays All For:

	Full Time	Part Time
Medical Insurance	36%	4%
Dental Insurance	32%	4%
Vision Insurance	32%	4%
Life Insurance	32%	4%
Sick Leave	52%	4%
Vacation	68%	12%
Retirement Plan	28%	4%
Child Care	0%	0%
Other	8%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few employees work part-time averaging 21 hours per week. A few temporary employees average 33 hours per week.

Gender by percentage of employees represented:

Male 6% Female 94%

Union Employment:

Firms 8% Employees 22%

RECEPTIONISTS AND INFORMATION CLERKS

EDUCATION

Minimum level of education firms require:

Less than high school	4%
High school or equivalent	96%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	68%	28%	4%
Record keeping	76%	16%	8%
Working independently	84%	16%	0%
Working under pressure	92%	4%	4%
Add/subtract 2+ digit numbers	79%	21%	0%
Multiply/divide	72%	16%	12%
Compute decimals/fractions	56%	28%	16%
Compute %/discounts/statistics	20%	32%	48%
Geometry/Algebra/Advanced Math	10%	33%	67%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	46%	54%	0%
Write effectively in English	88%	12%	0%
Write effectively in Spanish	33%	50%	17%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	46%	54%	0%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills. Many seek applicants with spreadsheet skills. Some seek applicants with custom software or database experience, and a few seek applicants with desktop publishing skills.

OTHER

Increasingly important skills reported by employers: customer service, telephone answering skills, and bookkeeping skills.

Qualifications/skills in short supply by applicants: good communication skills, working well under pressure, computer skills, and initiative.

25 Firms Responding 107 Jobs Represented



TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	36%	15%	52%
Training can substitute	64%	36%	N/A

Employers prefer applicants with 6 - 24 months

for experience:

experience.

Employers prefer applicants with 6 - 12 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	32%	Medical/Physical	12%
Aptitude Testing	8%	Police/Background	8%
DMV Printout	26%	Reference check	80%
Other: Fingerprin	t chec	k	18%

Recruitment Methods:

In-house Promotion or Transfer	32%
Employee Referrals	68%
Newspaper Ads	88%
Private Employment Agencies	8%
Employment Development Dept.	24%
School, Program Referrals	12%
Union Hall Referrals	0%
Walk-in Applicants	56%
Trade Journals	0%
Internet	4%
Colleges/Universities	4%
Other (word of mouth)	4%

LOCAL TRAINING PROVIDED

SHERIFF

SHERIFFS AND DEPUTY SHERIFFS

OES CODE: 630320

Alternative Title: None reported

Where The Jobs Are

Local Gov., Exc Hospital & Education 100%

DEFINITION

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury, or escort defendants. Does not include Deputy Sheriffs who spend the majority of time guarding prisoners in county correctional institutions.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Small

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

SUPPLY AND DEMAND

Employer reported stable demand in this occupation during the last year and reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	Х	No information provided
Moderately Difficult		
Not Difficult		

Vacancies filled within the last 12 months were 2 resulting from:

Promotions	100%
Employees Leaving	0%
New Positions	0%
Temporary	0%

Responding firm reported promoting to other positions when available. Positions may vary depending on size of firm.

WAGES AND FRINGE BENEFITS

Non-union and Union*	Wages	Median
New hire, no experience	\$ 12.40	N/A
New hire, experienced	\$ 12.40	N/A
3+ yrs experience w/firm	\$ 13.66	N/A

^{*}All wages reported are Union wages.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Full Time

	Employer Pays All	Share Cost
Medical Insurance	0%	100%
Dental Insurance	100%	0%
Vision Insurance	100%	0%
Life Insurance	0%	100%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	100%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

All employees work full-time averaging 40 hours per week.

Gender by percentage of employees represented:

Male 94% Female 6%

Union Employment:

Firms 100% Employees 100%

SHERIFFS AND DEPUTY SHERIFFS



1 Firm Responding 63 Jobs Represented

Minimum level of education firm requires:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	0%	100%
Training can substitute for experience:	0%	100%	N/A

Employer prefers applicants with 12 months experience.

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	0%	100%	0%
Record keeping	0%	100%	0%
Working independently	0%	100%	0%
Working under pressure	0%	100%	0%
Add/subtract 2+ digit numbers	0%	100%	0%
Multiply/divide	0%	100%	0%
Compute decimals/fractions	0%	100%	0%
Compute %/discounts/statistics	0%	100%	0%
Geometry/Algebra/Advanced Math	0%	100%	0%
Read/comprehend info in English	0%	100%	0%
Read/comprehend info in Spanish	0%	100%	0%
Write effectively in English	0%	100%	0%
Write effectively in Spanish	0%	100%	0%
Orally communicate in English	0%	100%	0%
Orally communicate in Spanish	0%	100%	0%

COMPUTER SKILLS

Employer reported seeking applicants with word processing skills.

OTHER

Increasingly important skill reported by employer: supervisory skills.

Qualifications/skills in short supply by applicants: attention to safety procedures and occupational standards, and enjoyment of duties.

OTHER EMPLOYER INFORMATION

Responding employer reported using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	0%	Police/Background	100%
DMV Printout	100%	Reference check	100%
Other: Polygraph	, treadm	ill & credit check	100%

Recruitment Methods:

In-house Promotion or Transfer	100%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other	0%

LOCAL TRAINING PROVIDED

No local training available locally for this occupation.



STOCK CLERKS - SALES FLOOR

OES CODE: 490210

Alternative Title: Sales person, and

Sales Associate

DEFINITION

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large Projected Job Growth Rate: 2.4% Growth: Slower Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

Vacancies filled within the last 12 months were 59 resulting from:

Promotions	19%
Employees Leaving	41%
New Positions	39%
Temporary	2%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Grocery Stores	46.0%
Department Stores	13.9%
Furniture & Home furnishings Store	7.1%
Misc. General Merchandise Stores	6.6%
Lumber & Other Bldg. Materials	5.7%

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience New hire, experienced	\$ 5.75 - \$ 6.50 \$ 5.75 - \$ 9.78	\$ 5.75 \$ 6.00
3+ vrs experience w/firm	\$ 5.75 - \$14.00	\$ 7.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Employer Shares Cost

	Full Time	Part Time
Medical Insurance	35%	10%
Dental Insurance	25%	10%
Vision Insurance	20%	10%
Life Insurance	25%	10%
Sick Leave	10%	5%
Vacation	15%	5%
Retirement Plan	15%	10%
Child Care	0%	0%
Other	5%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Many employees work full-time averaging 40 hours per week or part-time averaging 23 week. A few employees work seasonal averaging 40 hours per week.

Gender by percentage of employees represented:

Male 58% Female 42%

Union Employment:

Firms 5% Employees 38%

STOCK CLERKS - SALES FLOOR



EDUCATION

Minimum level of education most firms require:

Less than high school	40%
High school or equivalent	60%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
	·	•	·
Analytical skills	35%	45%	20%
Record keeping	35%	45%	20%
Working independently	65%	30%	5%
Working under pressure	50%	25%	25%
Add/subtract 2+ digit numbers	65%	30%	5%
Multiply/divide	58%	37%	5%
Compute decimals/fractions	35%	35%	30%
Compute %/discounts/statistics	25%	30%	45%
Geometry/Algebra/Advanced Matl	ո 0%	20%	80%
, -			
Read/comprehend info in English	53%	37%	10%
Read/comprehend info in Spanish	30%	45%	25%
Write effectively in English	60%	15%	25%
Write effectively in Spanish	21%	37%	42%
Orally communicate in English	80%	10%	10%
Orally communicate in Spanish	30%	50%	20%

COMPUTER SKILLS

A few employers reported seeking applicants with word processing, spreadsheet, database and custom software skills.

OTHER

Increasingly important skills reported by employers: customer service, retail sales and math skills.

Qualifications/skills in short supply by applicants: initiative, good work ethics, customer service, and accuracy.

20 Firms Responding 288 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	30%	40%	30%
Training can substitute for experience:	67%	33%	N/A

Employers prefer applicants with 6 -12 months experience.

Employers prefer applicants with 6 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	45%	Medical/Physical	15%
Aptitude Testing	16%	Police/Background	20%
DMV Printout	26%	Reference check	70%
Other: Work Histo	ry		16%

Recruitment Methods:

In-house Promotion or Transfer	45%
Employee Referrals	85%
Newspaper Ads	30%
Private Employment Agencies	5%
Employment Development Dept.	20%
School, Program Referrals	10%
Union Hall Referrals	0%
Walk-in Applicants	75%
Trade Journals	0%
Internet	5%
Colleges/Universities	0%
Other (word of mouth)	25%

LOCAL TRAINING PROVIDED



TEACHERS - SECONDARY SCHOOL

OES CODE: 313080

Alternative Title: None reported

Where The Jobs Are

Elementary & Secondary Schools

99.8%

DEFINITION

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large Projected Job Growth Rate: 11.8% Growth: Faster Than Average

SUPPLY AND DEMAND

Almost all employers reported growing demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	Х	X
Moderately Difficult		
Not Difficult		

Vacancies filled within the last 12 months were 200 resulting from:

Promotions	1%
Employees Leaving	19%
New Positions	4%
Temporary	77%

Almost all responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 12.92 - \$ 18.22	\$ 15.51
New hire, experienced	\$ 10.07 - \$ 18.34	\$ 16.10
3+ yrs experience w/firm	\$ 11.03 - \$ 20.14	\$ 16.92

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits*	Employer pays all for:
------------------	------------------------

Full Time	Part Time
88%	0%
88%	0%
88%	0%
63%	0%
100%	25%
13%	0%
63%	13%
0%	0%
0%	0%
	88% 88% 63% 100% 13% 63% 0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Almost all employees work full-time averaging 37 hours per week. A few employees work part-time averaging 20 hours per week or on a temporary bases, averaging 3 hours per week.

Gender by percentage of employees represented:

Male 51% Female 49%

Union Employment:

Firms 88% Employees 98%

Licensing: Credential required. Contact:

California Commission on Teacher Credentialing 1812 9th Street, P.O. Box 944270, Sacramento, CA 94244 (916) 445-7254

TEACHERS - SECONDARY SCHOOL



EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	87%
Graduate	13%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	87%	12%	0%
Record keeping	75%	25%	0%
Working independently	100%	0%	0%
Working under pressure	87%	12%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	50%	50%	0%
Geometry/Algebra/Advanced Math	50%	50%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	37%	25%	37%
Write effectively in English	87%	12%	0%
Write effectively in Spanish	42%	29%	29%
Orally communicate in English	87%	12%	0%
Orally communicate in Spanish	37%	37%	25%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills. Some employers reported seeking applicants with spreadsheet, database or desktop publishing skills.

OTHER

Increasingly important skills reported by employers: continued education and excellent communication skills.

Qualifications/skills in short supply by applicants: one (1) response reported as: "None. Applicants are approved by State and County for qualifications."

8 Firms Responding 670 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	13%	38%	50%
Training can substitute for experience:	20%	80%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 12 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	50%	Medical/Physical	0%
Aptitude Testing	37%	Police/Background	62%
DMV Printout	60%	Reference check	100%
OTHER: (Fingerpri	inting)		100%

Recruitment Methods:

In-house Promotion or Transfer	25%
Employee Referrals	13%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	50%
Colleges/Universities	75%
Other	0%

LOCAL TRAINING PROVIDED

There is local education/training provided locally. Please call *Imperial Valley College* at (714) 355-6100 or the *Teacher Education Dept* at San Diego State University - Imperial Valley Campus at (714) 768-5512.



TEACHERS - SPECIAL EDUCATION

OES CODE: 313110

Alternative Title: Resource Specialist Teacher, and Special Day Class Teacher

Where The Jobs Are

Elementary and Secondary Schools 99.7%

DEFINITION

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience New hire, experienced	\$ 12.47 - \$ 16.35 \$ 13.42 - \$ 20.62	\$ 15.11 \$ 16.40
3+ yrs experience w/firm	\$ 14.73 - \$ 22.03	\$ 18.03

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large Projected Job Growth Rate: 33.3% Growth: Much Faster Than Average

SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Х	
Not Difficult		Х

Vacancies filled within the last 12 months were 35 resulting from:

Promotions	0%
Employees Leaving	86%
New Positions	14%
Temporary	0%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Fringe Benefits* Employer Pays All Full Time Part Ti

	Full Time	Part Time
Medical Insurance	93%	0%
Dental Insurance	93%	0%
Vision Insurance	93%	0%
Life Insurance	87%	0%
Sick Leave	100%	0%
Vacation	33%	0%
Retirement Plan	47%	0%
Child Care	0%	0%
Other	7%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Almost all employees work full-time averaging 36 hours per week. A few employees work part-time averaging 20 hours per week.

Gender by percentage of employees represented:

Male 23% Female 77%

Union Employment:

Firms 93% Employees 97%

Licensing: Credential required. Contact:

California Commission on Teacher Credentialing 1812 9th Street, P.O. Box 944270, Sacramento, CA 94244 (916) 445-7254

TEACHERS - SPECIAL EDUCATION



EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	80%
Graduate	20%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very		Not
	Important	Important	Important
Analytical skills	67%	33%	0%
Record keeping	73%	27%	0%
Working independently	87%	13%	0%
Working under pressure	93%	7%	10%
Add/subtract 2+ digit numbers	80%	20%	0%
Multiply/divide	80%	20%	0%
Compute decimals/fractions	80%	20%	0%
Compute %/discounts/statistics	20%	67%	13%
Geometry/Algebra/Advanced Math	33%	60%	7%
, 0			
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	53%	27%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	21%	50%	29%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	53%	20%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills.

OTHER

Increasingly important skills reported by employers: willingness to obtain an advanced degree, and the ability to work well with others.

Qualifications/skills in short supply by applicants: good interpersonal skills and teaching experience.

15 Firms Responding168 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Work experience required:	120/	20%	67%
work experience required.	1370	20 /0	07 76

YES

NO

PREFERRED

Training can substitute 17% 83% N/A for experience:

Employers prefer applicants with 6 -12 months experience.

Employers prefer applicants with 6 -12 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	53%	Medical/Physical	23%
Aptitude Testing	29%	Police/Background	80%
DMV Printout	20%	Reference check	100%
Other: Teaching C	redenti	al and fingerprints	100%

Recruitment Methods:

In-house Promotion or Transfer	0%
Employee Referrals	7%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	80%
Colleges/Universities	100%
Other	0%

LOCAL TRAINING PROVIDED

There is local education/training provided locally. Please call Imperial Valley College at (714) 355-6100 or the Teacher Education Dept at San Diego State University - Imperial Valley Campus at (714) 768-5512.



TRAFFIC, SHIPPING, AND RECEIVING CLERKS

OES CODE: 580280

Alternative Title: Logistics Team, and

Shipping and Receiving clerk

DEFINITION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large
Projected Job Growth Rate: 15.6%
Growth: Faster Than Average

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	Х	
Moderately Difficult		
Not Difficult		Х

Vacancies filled within the last 12 months were 57 resulting from:

Promotions	5%
Employees Leaving	42%
New Positions	18%
Temporary	35%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

Where The Jobs Are

Federal Government	29.9%
Freight Transportation Arrangement	16.4%
Department Stores	13.7%
Machinery, Equipment & Supplies	10.1%
Rental of Railroad Cars	6.3%

WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.00	\$ 6.75
New hire, experienced	\$ 5.75 - \$ 8.00	\$ 7.00
3+yrs experience w/firm	\$ 6.50 - \$ 15.00	\$ 7.88

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe Benefits* Employer pays all for:

	Full Time	Part Time
Medical Insurance	33%	0%
Dental Insurance	25%	0%
Vision Insurance	25%	0%
Life Insurance	42%	8%
Sick Leave	58%	8%
Vacation	50%	8%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours:

Many employees work full-time averaging 41 hours per week or part-time averaging 14 hours per week. A few seasonal employees average 21 hours per week.

Gender by percentage of employees represented:

Male 72% Female 28%

Union Employment:

Firms 8% Employees 2%

TRAFFIC, SHIPPING, AND RECEIVING CLERKS



12 Firms Responding89 Jobs Represented

EDUCATION

Minimum level of education firms require:

Less than high school	42%
High school or equivalent	42%
A. A. degree	0%
Bachelor degree	17%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

Very Important	Important	Not Important
33%	50%	17%
58%	33%	8%
67%	25%	9%
67%	33%	0%
83%	17%	0%
75%	25%	0%
50%	17%	33%
17%	25%	58%
0%	8%	92%
83%	17%	0%
9%	54%	36%
83%	17%	0%
9%	54%	36%
91%	8%	0%
17%	50%	33%
	33% 58% 67% 67% 83% 75% 50% 17% 0% 83% 9% 91%	Important Important 33% 50% 58% 33% 67% 25% 67% 33% 83% 17% 75% 25% 50% 17% 17% 25% 0% 8% 83% 17% 9% 54% 9% 54% 91% 8%

COMPUTER SKILLS

Many employers reported seeking applicants with inventory tracking software skills, and a few reported seeking applicants with word processing, spreadsheet and database skills.

OTHER

Increasingly important skills reported by employers: flexibility, on the job safety and math skills.

Qualifications/skills in short supply by applicants: traffic, shipping and receiving procedures, computer skills, ability to speak English, working independently, reliability and good common sense.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO PR	EFERRED
Work experience required:	17%	33%	50%
Training can substitute for experience:	75%	25%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	75%	Medical/Physical	17%
Aptitude Testing	8%	Police/Background	25%
DMV Printout	33%	Reference check	67%
Other			0%

Recruitment Methods:

In-house Promotion or Transfer	75%
Employee Referrals	75%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	8%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	8%
Colleges/Universities	8%
Other (word of mouth)	33%

LOCAL TRAINING PROVIDED

YEAR 1998 OCCUPATIONS

- 1. Automotive Body and Related Repairers
- 2. Bus Drivers School
- 3. Carpenters
- 4. Child Care Workers
- 5. Cooks Restaurant
- 6. Dental Assistants
- 7. Dispatchers Except Police, Fire and Ambulance
- 8. Farmworkers, Food and Fiber Crops
- 9. Instructional Aides
- 10. Legal Secretaries
- 11. Medical Records Technicians
- 12. Nurse Aides
- 13. Salespersons Parts
- 14. Teachers and Instructors Vocational Education & Training
- 15. Truck Drivers Light



AUTOMOTIVE BODY & RELATED REPAIRERS

OES CODE: 853050

Alternative Title: Auto Body Technician & Auto Glass Installer

DEFINITION

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Small

Projected Job Growth Rate: 33.3% Growth: Much Faster Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting growth over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Vacancies filled within the last 12 months were 9 resulting from:

Promotions	0%
Employees Leaving	44%
New Positions	22%
Temporary	33%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

WAGES BENEFITS

	Range	Median
Non union		
New hire, no experience	\$ 5.75 - \$ 6.50	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 15.00 *	\$ 8.00
3+yrs experience w/firm	\$ 7.50 - \$ 20.00 *	\$ 10.00

* Wages include tips/commissions reported by a few firms. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	43%	0%
Dental Insurance	0%	0%
Vision Insurance	14%	0%
Life Insurance	14%	0%
Paid Sick Leave	57%	0%
Paid Vacation	100%	0%
Retirement Plan	14%	0%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours All employees work full-time averaging 40 hours per week. A few employees work part-time averaging 18 hours per week. A few employees work temporary averaging 40 hours per week.

Gender makeup of reported positions was as follows: Male 93% Female 7%

Union Employment: None

AUTOMOTIVE BODY & RELATED REPAIRERS

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	11%
High school or equivalent	67%
College/no degree	11%
A. A. degree	0%
Bachelor degree	0%
Graduate	11%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	50%	40%	10%
Record keeping	30%	40%	30%
Working independently	70%	30%	0%
Working under pressure	90%	0%	10%
Add/subtract 2+ digit numbers	50%	50%	0%
Multiply/divide	50%	50%	0%
Compute decimals/fractions	20%	50%	30%
Compute %/discounts/statistics	10%	40%	50%
Geometry/Algebra/Advanced Math	10%	20%	70%
Read/comprehend info in English	70%	30%	0%
Read/comprehend info in Spanish	20%	30%	50%
Write effectively in English	50%	50%	0%
Write effectively in Spanish	20%	40%	40%
Orally communicate in English	60%	40%	0%
Orally communicate in Spanish	20%	50%	30%
Other Qualifications			
Willingness to work outdoors	90%	10%	0%

COMPUTER SKILLS

Most employers reported seeking applicants with trouble shooting or frame measurement database skills.

OTHER

Increasingly important skills reported by employers include plastic repair and new industry software.

Qualifications/skills in short supply by applicants: safety consciousness, occupational standards and enjoyment of trade.

9 Firms Responding58 Jobs Represented



TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usually	y Always
Work experience required	11%	0%	11%	78%
Training as substitute for experience	11%	89%	0%	0%

Employers prefer applicants with 12 - 30 months experience as prepman, painter, auto glass repairer, bodyman helper or collision painter.

Employers prefer applicants with 4 - 6 months training in obtaining an ASE or I-Car certificate, Job Corps, ROP program, or college courses in the field.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	20%	Medical/Physical	0%
Aptitude Testing	10%	Police/Background	30%
DMV Printout	60%	Other (reference check)	20%

Recruitment methods include the following:

Employees' Referrals	89%
Newspaper Ads	33%
Private Employment Agencies	0%
Hire Unsolicited Applicants	33%
In-house Promotion or Transfer	33%
Public School/Program Referrals	11%
Private School Referrals	11%
Employment Development Dept.	33%
Union Hall Referrals	0%
Other (walk-ins)	11%

LOCAL TRAINING PROVIDED



BUS DRIVERS - SCHOOL

OES CODE: 971110

Alternative Title: School Bus Driver

WAGES BENEFITS

DEFINITION

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Large

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Vacancies filled within the last 12 months were 25 resulting from:

Promotions	8%
Employees Leaving	60%
New Positions	20%
Temporary	12%

Many responding firms report promoting to other positions when available. Positions may include transportation supervisor.

	Range	Median
New hire, no experience	\$ 5.75 - \$ 12.00	\$ 9.72
New hire, experienced	\$ 7.46 - \$ 12.00	\$ 10.31
3+yrs experience w/firm	\$ 7.65 - \$ 12.66	\$ 10.90

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	100%	27%
Dental Insurance	93%	27%
Vision Insurance	93%	27%
Life Insurance	60%	20%
Paid Sick Leave	87%	27%
Paid Vacation	80%	27%
Retirement Plan	67%	7%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Most employees work full-time averaging 40 hours per week. Some work part-time averaging 23 hours per week. A few work temporary averaging 8 hours per week.

Gender makeup of reported positions was as follows: Male 67% Female 33%

Union Employment: Firms 60% Employees 88%

Licensing: A Class B license is required by the California Department of Motor Vehicles for School Bus Drivers. School Bus Driver Certificates are issued by the California Highway Patrol.

DRIVER

BUS DRIVERS - SCHOOL

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	80%
College/no degree	20%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	27%	73%	0%
Record keeping	53%	47%	0%
Working independently	87%	13%	0%
Working under pressure	73%	27%	0%
Add/subtract 2+ digit numbers	40%	60%	0%
Multiply/divide	33%	60%	7%
Compute decimals/fractions	7%	67%	27%
Compute %/discounts/statistics	7%	20%	73%
Geometry/Algebra/Advanced Math	0%	27%	73%
Read/comprehend info in English	87%	13%	0%
Read/comprehend info in Spanish	27%	20%	53%
Write effectively in English	80%	20%	0%
Write effectively in Spanish	20%	20%	60%
Orally communicate in English	87%	13%	0%
Orally communicate in Spanish	27%	47%	27%
Other Qualifications			
Willingness to work outdoors	80%	20%	0%

COMPUTER SKILLS

Few employers reported seeking applicants with computer skills.

OTHER

Increasingly important skills reported by employers include knowledge of new state laws and regulations.

Qualifications/skills in short supply by applicants: school bus driver certification/license that meets state requirements, and a good driving record.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

15 Firms Responding 72 Jobs Represented

	Never	Sometimes	Usually	/ Alway
Work experience required	47%	20%	33%	0%
Training as substitute for experience	20%	13%	40%	27%

Employers prefer applicants with 1 - 6 months experience as a bus driver.

Employers prefer applicants with 1 - 2 months training before obtaining a bus driver license which includes CPR/first aid training.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	93%	Medical/Physical	60%
Aptitude Testing	60%	Police/Background	87%
DMV Printout	67%	Other *	20%

*A Department of Justice (DOJ) clearance may be required as well as a a credential check

Recruitment methods include the following:

Employees' Referrals	40%
Newspaper Ads	93%
Private Employment Agencies	0%
Hire Unsolicited Applicants	7%
In-house Promotion or Transfer	33%
Public School/Program Referrals	7%
Private School Referrals	0%
Employment Development Dept.	7%
Union Hall Referrals	0%
Other	13%

LOCAL TRAINING PROVIDED



CARPENTERS

OES CODE: 871020

Alternative Title: Finish Carpenter

DEFINITION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Very Large

Projected Job Growth Rate: 26.1% Growth: Much Faster Than Average

SUPPLY AND DEMAND

Most employers reported growth in this occupation during the last year and many employers reported expecting stable demand or growth over the next three years.

How Difficult is it to Find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Vacancies filled within the last 12 months were 15 resulting from:

Promotions	7%
Employees Leaving	20%
New Positions	67%
Temporary	7%

Many (50%) responding firms report promoting to other positions when available and many (50%) report they do not promote from this occupation. Positions may include supervisory and sales management positions.

WAGES BENEFITS

	Range	Median
Non union		
New hire, no experience	\$ 5.75 - \$ 6.00	\$ 6.00
New hire, experienced	\$ 5.75 - \$ 12.00	\$ 7.75
3+yrs experience w/firm	\$ 10.00 - \$ 20.00	\$ 11.00
Union		
New hire, no experience	\$ 9.00 - \$ 11.62	\$ 10.31
New hire, experienced	\$ 11.62 - \$ 12.00	\$ 11.81
3+vrs experience w/firm	\$ 11.62 - \$ 16.00	\$ 13.81

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative)

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	67%	0%
Dental Insurance	67%	0%
Vision Insurance	50%	0%
Life Insurance	17%	0%
Paid Sick Leave	50%	0%
Paid Vacation	100%	0%
Retirement Plan	67%	0%
Child Care	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full-time averaging 40 hours per week. A few employees work part-time averaging 18 hours per week. Few employees work temporary/on call averaging 24 hours per week.

Gender makeup of reported positions was as follows: Male 100 % Female 0%

Union Employment: Firms 20% Employees 21%

CARPENTERS

10 Firms Responding 39 Jobs Represented

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	90%
College/no degree	0%
A. A. degree	10%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	11%	33%	55%
Record keeping	22%	33%	44%
Working independently	56%	0%	44%
Working under pressure	56%	33%	11%
Add/subtract 2+ digit numbers	67%	33%	0%
Multiply/divide	67%	33%	0%
Compute decimals/fractions	56%	44%	0%
Compute %/discounts/statistics	0%	44%	56%
Geometry/Algebra/Advanced Math	0%	22%	78%
Read/comprehend info in English	56%	33%	11%
Read/comprehend info in Spanish	0%	22%	67%
Write effectively in English	33%	56%	11%
Write effectively in Spanish	11%	11%	78%
Orally communicate in English	44%	33%	0%
Orally communicate in Spanish	11%	56%	33%
Other Qualifications			
Willingness to work outdoors	89%	11%	0%

COMPUTER SKILLS

No responding employers reported seeking applicants with computer skills.

OTHER

Increasingly important skills reported by employers include understanding building codes and adjusting to new technology.

Qualifications/skills in short supply by applicants: good work ethics and reading blueprints.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Never Sometimes Usually Always

Work experience required 10% 0% 30% 60%

Training as substitute 20% 60% 10% 10% for experience

Employers prefer applicants with 3 - 12 months experience in carpentry.

Employers prefer applicants with 6 months training related to occupation.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	33%	Medical/Physical	22%
Aptitude Testing	11%	Police/Background	11%
DMV Printout	33%	Other *	33%

*Probational performance may be required to screen applicants.

Recruitment methods include the following:

Employees' Referrals	60%
Newspaper Ads	20%
Private Employment Agencies	20%
Hire Unsolicited Applicants	40%
In-house Promotion or Transfer	30%
Public School/Program Referrals	10%
Private School Referrals	0%
Employment Development Dept.	10%
Union Hall Referrals	0%
Other (PIC partners, word of mouth)	20%

LOCAL TRAINING PROVIDED



CHILD CARE WORKERS

OES CODE: 680380

Alternative Title: Day Care Teacher

DEFINITION

Child Care Workers attend children at schools, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Medium

Projected Job Growth Rate: 10.0%

Growth: Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and many employers reported expecting growth over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 64 resulting from:

Promotions	5%
Employees Leaving	58%
New Positions	30%
Temporary	8%

Many responding firms report promoting to other positions, such as teachers, when available.

WAGES BENEFITS

	Range	Median
Non union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 5.75 - \$ 6.00 \$ 5.75 - \$ 7.19 \$ 5.75 - \$ 8.15	\$ 5.75 \$ 5.75 \$ 7.00
Union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 6.96 - \$ 9.42 \$ 6.96 - \$ 10.22 \$ 7.68 - \$ 11.87	\$ 9.28 \$ 9.92 \$ 10.78

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative)

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	75%	0%
Dental Insurance	63%	0%
Vision Insurance	63%	0%
Life Insurance	63%	0%
Paid Sick Leave	50%	38%
Paid Vacation	75%	38%
Retirement Plan	38%	25%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Some employees work full-time averaging 40 hours per week. Most employees work part-time averaging 19 hours per week. Few employees work temporary/on call averaging 18 hours per week. Few employees work seasonally averaging 30 hours per week.

Gender makeup of reported positions was as follows: Male 2% Female 98%

Union Employment: Firms 20% Employees 69%

Licensing: Family day cares (self-employed) are required to obtain license from the State of California Department of Social Services, Community Care Licensing Department.

Workforce Investment Board of Imperial County 1998 California Cooperative Occupational Information System

CHILD CARE WORKERS

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	13%
High school or equivalent	53%
College/no degree	20%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	13%	53%	33%
Record keeping	13%	60%	27%
Working independently	40%	47%	17%
Working under pressure	53%	33%	17%
Add/subtract 2+ digit numbers	27%	47%	27%
Multiply/divide	27%	40%	33%
Compute decimals/fractions	20%	40%	40%
Compute %/discounts/statistics	0%	27%	73%
Geometry/Algebra/Advanced Math	0%	7%	93%
Read/comprehend info in English	60%	40%	0%
Read/comprehend info in Spanish	13%	67%	20%
Write effectively in English	60%	27%	13%
Write effectively in Spanish	0%	47%	53%
Orally communicate in English	87%	13%	0%
Orally communicate in Spanish	40%	47%	13%
Other Qualifications			
Willingness to work outdoors	40%	47%	13%

COMPUTER SKILLS

No responding employers reported seeking applicants with computer skills.

OTHER

Increasingly important skills reported by employers include first aid, CPR and computer skills.

Qualifications/skills in short supply by applicants: fluent English speaking and ECE certificate.

15 Firms Responding 126 Jobs Represented



TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

140401	Comounico	Codding	ruitayo

Never Sometimes Usually Always

Work experience required 27% 0% 33% 40%

Training as substitute 7% 27% 27% 40% for experience

Employers prefer applicants with 12 months experience working with children.

Employers prefer applicants with 6 - 12 units of Early Childhood Education (ECE) or an ECE Certificate from a community college.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	13%	Medical/Physical	53%
Aptitude Testing	7%	Police/Background	67%
DMV Printout	13%	Other *	33%

*A health card, TB test, fingerprinting, and/or a reference check may be required.

Recruitment methods include the following:

Employees' Referrals	40%
Newspaper Ads	47%
Private Employment Agencies	0%
Hire Unsolicited Applicants	0%
In-house Promotion or Transfer	7%
Public School/Program Referrals	0%
Private School Referrals	7%
Employment Development Dept.	27%
Union Hall Referrals	0%
Other (word-of-mouth)	40%

LOCAL TRAINING PROVIDED



COOKS - RESTAURANT

OES CODE: 650260

Alternative Title: Preparation Cook

WAGES BENEFITS

DEFINITION

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Large

Projected Job Growth Rate: 10.5%

Growth: Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and many employers reported expecting stable demand or growth over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 27 resulting from:

Promotions 11%
Employees Leaving 41%
New Positions 41%
Temporary 7%

Many responding firms report promoting to other positions when available. Positions may include head cook and management positions.

	Range	wedian		
New hire, no experience	\$ 5.75 - \$ 7.00	\$ 5.88		
New hire, experienced	\$ 5.75 - \$ 11.99	\$ 6.25		
3+yrs experience w/firm	\$ 5.75 - \$ 16.78	\$ 7.50		

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	62%	8%
Dental Insurance	31%	8%
Vision Insurance	31%	8%
Life Insurance	8%	0%
Paid Sick Leave	8%	23%
Paid Vacation	100%	23%
Retirement Plan	15%	8%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Most employees work full-time averaging 40 hours per week. Some employees work part-time averaging 28 hours per week.

Gender makeup of reported positions was as follows: Male 78% Female 22%

Union Employment: Firms 5% Employees 2%

COOKS - RESTAURANT



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	19%
High school or equivalent	57%
College/no degree	19%
A. A. degree	0%
Bachelor degree	5%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	19%	67%	14%
Record keeping	61%	31%	8%
Working independently	54%	46%	0%
Working under pressure	86%	9%	0%
Add/subtract 2+ digit numbers	43%	43%	14%
Multiply/divide	33%	52%	14%
Compute decimals/fractions	14%	48%	38%
Compute %/discounts/statistics	5%	33%	62%
Geometry/Algebra/Advanced Math	5%	14%	81%
Read/comprehend info in English	38%	48%	14%
Read/comprehend info in Spanish	19%	38%	43%
Write effectively in English	29%	28%	43%
Write effectively in Spanish	9%	24%	67%
Orally communicate in English	28%	57%	14%
Orally communicate in Spanish	24%	57%	19%
Other Qualifications			
Willingness to work outdoors	5%	24%	71%

COMPUTER SKILLS

Two of 21 employers reported seeking applicants with word processing and/or custom software.

OTHER

Increasingly important skills reported by employers include knowledge of OSHA safety and sanitation regulations.

Qualifications/skills in short supply by applicants: knowledge of food safety, sanitation procedures; have initiative and reliability; and the ability to speak some English.

21 Firms Responding 132 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usually	y Alway
Work experience required	19%	19%	33%	29%
Training as substitute for experience	29%	33%	14%	24%

Employers prefer applicants with 3 - 12 months experience in basic cooking skills and food preparation, or as a cook.

Employers prefer applicants with 1 - 6 months of training, course work or cooking school.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	14%	Medical/Physical	19%
Aptitude Testing	14%	Police/Background	9%
DMV Printout	9%	Other *	52%

*Health card, TB test and/or an interview in English may be required.

Recruitment methods include the following:

Employees' Referrals	48%
Newspaper Ads	29%
Private Employment Agencies	5%
Hire Unsolicited Applicants	19%
In-house Promotion or Transfer	48%
Public School/Program Referrals	0%
Private School Referrals	0%
Employment Development Dept.	14%
Union Hall Referrals	0%
Other (word-of-mouth)	14%

LOCAL TRAINING PROVIDED



DENTAL ASSISTANTS

OES CODE: 660020

Alternative Title: Registered Dental

Assistant

DEFINITION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Small

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and many employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Vacancies filled within the last 12 months were 12 resulting from:

Promotions	17%
Employees Leaving	50%
New Positions	25%
Temporary	8%

Most responding firms report that they do not promote from this occupation.

WAGES BENEFITS

	Range	Median
Non union		
New hire, no experience	\$ 5.75 - \$ 10.8	\$ 5.88
New to firm, experienced	\$ 5.75 - \$ 12.0	0 \$ 8.00
3+yrs experience w/firm	\$ 6.35 - \$ 16.0	0 \$11.70

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	69%	8%
Dental Insurance	54%	8%
Vision Insurance	23%	8%
Life Insurance	31%	0%
Paid Sick Leave	77%	8%
Paid Vacation	100%	8%
Retirement Plan	54%	8%
Child Care	8%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full time averaging 39 hours per week. A few employees work part time averaging 18 hours per week. A few employees work temporary averaging 19 hours per week.

Gender makeup of reported positions was as follows: Male 15% Female 85%

Union Employment: Firms 8% Employee 8%

Licensing: Dental Assistants are required to be licensed by the California Board of Dental Examiners. This license requires graduation from Board-approved dental assistant program or 18 months on-the-job training as a dental assistant.

DENTAL ASSISTANTS



13 Firms Responding **40 Jobs Represented**

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	31%
College/no degree	62%
A. A. degree	8%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	54%	31%	15%
Record keeping	61%	31%	8%
Working independently	54%	46%	0%
Working under pressure	85%	7%	8%
Add/subtract 2+ digit numbers	38%	38%	23%
Multiply/divide	23%	31%	46%
Compute decimals/fractions	8%	31%	61%
Compute %/discounts/statistics	15%	8%	77%
Geometry/Algebra/Advanced Math	8%	15%	77%
Read/comprehend info in English	85%	15%	0%
Read/comprehend info in Spanish	38%	38%	23%
Write effectively in English	77%	23%	0%
Write effectively in Spanish	15%	62%	23%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	54%	38%	8%
Other Qualifications			
Willingness to work outdoors	8%	15%	77%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills. Some employers reported seeking applicants with experience with industry specific dental software.

OTHER

Increasingly important skills reported by employers include computer skills and Occupational Safety and Health Administration (OSHA) certificate for infection control.

Qualifications/skills in short supply by applicants: X-ray certification, Registered Dental Assistant (RDA) license, and experience in dental field.

TRAINING EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	s Usually	y Always
Work experience required	0%	31%	38%	31%
Training as substitute for experience	0%	69%	31%	0%

Employers prefer applicants with 6 - 12 months experience in a dental office.

Employers prefer applicants with 4 - 12 months training in X-ray certification, state certification, CPR and/or dental assistant certificate.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	23%	Medical/Physical	23%
Aptitude Testing	15%	Police/Background	23%
DMV Printout	8%	Other (licenses)	8%

Recruitment methods include the following:

Employees' Referrals	54%
Newspaper Ads	69%
Private Employment Agencies	31%
Hire Unsolicited Applicants	31%
In-house Promotion or Transfer	31%
Public School/Program Referrals	0%
Private School Referrals	15%
Employment Development Dept.	8%
Union Hall Referrals	0%
Other (word-of-mouth)	15%

LOCAL TRAINING PROVIDED



DISPATCHERS except fire, police, etc.

OES CODE: 580050

Alternative Title: Dispatcher

DEFINITION

Dispatchers schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work. Does not include Police, Fire and Ambulance Dispatchers.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Small

Projected Job Growth Rate: 0.00 %

Growth: Remain Stable

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and almost all employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 6 resulting from:

Promotions	17%
Employees Leaving	50%
New Positions	33%
Temporary	0%

Most responding firms report that they do not promote from this occupation.

WAGES BENEFITS

	Range	Median
Non union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 5.75 - \$ 11.00 5.75 - \$ 13.23 7.00 - \$ 15.00	\$ 6.00 \$ 7.00 \$ 10.00

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	80%	0%
Dental Insurance	40%	0%
Vision Insurance	30%	0%
Life Insurance	30%	0%
Paid Sick Leave	30%	0%
Paid Vacation	90%	0%
Retirement Plan	40%	0%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full-time averaging 42 hours per week. Few employees work part-time averaging 25 hours per week.

Gender makeup of reported positions was as follows: Male 71% Female 29%

Union Employment: None

Data Not Included: A person seeking to work as a dispatcher should know that many jobs are with firms based in Mexico. Mexico based firms are not usable for this report because they are not based in Imperial County. In many firms dispatching duties are combined with other office, secretarial or clerical duties.

DISPATCHERS except fire, police, etc.

11 Firms Responding 21 Jobs Represented

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	9%
High school or equivalent	64%
College/no degree	27%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	54%	27%	18%
Record keeping	45%	36%	9%
Working independently	63%	27%	9%
Working under pressure	86%	9%	5%
Add/subtract 2+ digit numbers	43%	43%	14%
Multiply/divide	33%	52%	14%
Compute decimals/fractions	14%	48%	38%
Compute %/discounts/statistics	27%	27%	45%
Geometry/Algebra/Advanced Math	0%	9%	91%
Read/comprehend info in English	82%	18%	0%
Read/comprehend info in Spanish	36%	27%	36%
Write effectively in English	72%	18%	9%
Write effectively in Spanish	36%	18%	45%
Orally communicate in English	82%	18%	0%
Orally communicate in Spanish	36%	27%	36%
Other Qualifications			
Willingness to work outdoors	45%	27%	36%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing and database skills.

Increasingly important skills reported by employers include computer skills.

Qualifications/skills in short supply by applicants: bilingual, speak Spanish and English fluently.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	S Usuall	y Alway
Work experience required	27%	18%	27%	27%
Training as substitute for experience	36%	45%	18%	0%

Employers prefer applicants with 1-12 months experience as a dispatcher or with customer service or office skills.

Employers prefer applicants with 1 month on-the-job training as a dispatcher.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	36%	Medical/Physical	36%
Aptitude Testing	0%	Police/Background	36%
DMV Printout	54%	Other	0%

Recruitment methods include the following:

Employees' Referrals	55%
Newspaper Ads	27%
Private Employment Agencies	0%
Hire Unsolicited Applicants	9%
In-house Promotion or Transfer	27%
Public School/Program Referrals	0%
Private School Referrals	0%
Employment Development Dept.	9%
Union Hall Referrals	0%
Other (walk-ins)	18%

LOCAL TRAINING PROVIDED



FARMWORKERS, Food & Fiber Crops

OES CODE: 798560

Alternative Title: Farm Laborer, Irrigator

DEFINITION

Farmworkers, Food and Fiber Crops manually plant, cultivate, and harvest food and fiber products such as grains, vegetables, fruits, nuts, and field crops (e.g., cotton, mint, hops, and tobacco). Use hand tools such as shovels, trowels, hoes, tampers, pruning hooks, shears, and knives. Duties may include tilling soil and applying fertilizers; transplanting, weeding, thinning, or pruning crops; applying fungicides, herbicides, or pesticides; and packing and loading harvested products. May construct trellises, repair fences and farm buildings, or participate in irrigation activities. Includes work involved in expediting pollination and those who cut seed tuber crops into sections for planting.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Data not available

Projected Job Growth Rate: Data not available

Growth: Data not available

SUPPLY AND DEMAND

Most employers reported stable employment in this occupation during the last year and most employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 277 resulting from:

Promotions	1%
Employees Leaving	14%
New Positions	1%
Temporary	84%

Most responding firms report promoting to other positions when available. Positions may include foreman.

WAGES BENEFITS

	Range	Median	
Non union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 5.75 - \$ 7.25 \$ 5.75 - \$ 7.25 \$ 5.75 - \$ 8.00	\$ 5.75 \$ 5.75 \$ 6.00	
Union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 8.00 - \$ 8.00 \$ 8.00 - \$ 8.00 \$ 9.00 - \$ 9.00	\$ 8.00 \$ 8.00 \$ 9.00	

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Irrigator' wages range from \$5.75 per hour up to \$8.00 per hour, with shifts consisting of 10 to 24 hours per day, for a total of 60 to 72 hours per week. Although they are paid for the whole shift, they do not work continuously through the shift. They are responsible for opening and closing gates, and monitoring the rate of water flow on to fields.

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	79%	0%
Dental Insurance	43%	0%
Vision Insurance	21%	0%
Life Insurance	36%	0%
Paid Sick Leave	14%	0%
Paid Vacation	64%	0%
Retirement Plan	14%	0%
Child Care	0%	0%

Additional benefits offered by some employers include bonuses.

*Percentage is based on number of employers offering fringe benefits and responding to is question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Some employees work full time averaging 69 hours per week. Few employees work part time averaging 49 hours per week. Few work temporary averaging 40 hours per week. Many employees work seasonally averaging 42 hours per week.

Gender makeup of reported positions was as follows: Male 69% Female 31%

Union Employment: Firms 6% Employees 22%

FARMWORKERS, Food & Fiber Crops



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	33%
High school or equivalent	61%
College/no degree	6%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	0%	53%	47%
Record keeping	6%	29%	65%
Working independently	65%	23%	12%
Working under pressure	29%	59%	12%
Add/subtract 2+ digit numbers	12%	29%	59%
Multiply/divide	6%	18%	76%
Compute decimals/fractions	0%	12%	88%
Compute %/discounts/statistics	0%	6%	94%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	0%	29%	71%
Read/comprehend info in Spanish	6%	53%	41%
Write effectively in English	0%	12%	88%
Write effectively in Spanish	0%	18%	82%
Orally communicate in English	0%	35%	65%
Orally communicate in Spanish	29%	59%	12%
Other Qualifications			
Willingness to work outdoors	94%	6%	0%

COMPUTER SKILLS

Few employers reported seeking applicants with knowledge of drip and filtration conservation.

OTHER

Increasingly important skills reported by employers include understanding of drip irrigation.

Qualification/skills in short supply by applicants: willingness to work more than 8 hours per day in the fields.

18 Firms Responding 811 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usually	y Alway
Work experience required	28%	17%	39%	17%
Training as substitute for experience	33%	22%	11%	33%

Employers prefer applicants with 3 - 6 months experience in farm work or irrigation.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	35%	Medical/Physical	0%
Aptitude Testing	6%	Police/Background	0%
DMV Printout	0%	Other *	29%

*Employment eligibility verification at the time of hire.

Recruitment methods include the following:

Employees' Referrals	72%
	1270
Newspaper Ads	6%
Private Employment Agencies	0%
Hire Unsolicited Applicants	67%
In-house Promotion or Transfer	0%
Public School/Program Referrals	0%
Private School Referrals	0%
Employment Development Dept.	28%
Union Hall Referrals	0%
Other (word-of-mouth)	44%

LOCAL TRAINING PROVIDED



INSTRUCTIONAL AIDES

OES CODE: 315211

Alternative Title: Teacher Aide

WAGES BENEFITS

Range

Median

DEFINITION

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

	90	ouiu
New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 5.75 - \$ 12.47 \$ 5.75 - \$ 13.43 \$ 5.75 - \$ 14.38	\$ 7.00 \$ 7.50 \$ 8.07

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Very Large Projected Job Growth Rate: 23.9% Growth: Much Faster Than Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 124 resulting from:

Promotions	24%
Employees Leaving	47%
New Positions	15%
Temporary	14%

Most responding firms report promoting to other positions. Positions may include teaching, after additional education is obtained.

	Full Time	Part Time
Medical Insurance	74%	17%
Dental Insurance	61%	17%
Vision Insurance	52%	9%
Life Insurance	57%	9%
Paid Sick Leave	74%	30%
Paid Vacation	61%	30%
Retirement Plan	48%	13%
Child Care	9%	9%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Some employees work full-time averaging 29 - 39 hours per week. Most employees work part-time averaging 22 hours per week. Few employees work temporary/on call averaging 10 hours per week.

Gender makeup of reported positions was as follows: Male 8% Female 92%

Union Employment: Firms 40% Employees 85%

1998 California Cooperative Occupational Information System

INSTRUCTIONAL AIDES



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	56%
College/no degree	32%
A. A. degree	12%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	17%	70%	13%
Record keeping	35%	52%	13%
Working independently	61%	39%	0%
Working under pressure	61%	39%	0%
Add/subtract 2+ digit numbers	48%	43%	9%
Multiply/divide	43%	39%	17%
Compute decimals/fractions	26%	48%	26%
Compute %/discounts/statistics	13%	30%	57%
Geometry/Algebra/Advanced Math	9%	17%	74%
Read/comprehend info in English	74%	26%	0%
Read/comprehend info in Spanish	26%	35%	39%
Write effectively in English	65%	26%	9%
Write effectively in Spanish	13%	35%	52%
Orally communicate in English	78%	22%	0%
Orally communicate in Spanish	26%	43%	30%
Other Qualifications			
Willingness to work outdoors	43%	48%	9%

COMPUTER SKILLS

Some employers reported seeking applicants with word processing skills.

OTHER

Increasingly important skills reported by employers include computer skills, CPR, and first aid.

Qualifications/skills in short supply by applicants: child development courses and ability to read, comprehend, and write effectively in English.

25 Firms Responding 633 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usually	/ Alway
Work experience required	40%	20%	32%	8%
Training as substitute for experience	0%	44%	32%	24%
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Employers prefer applicants with 12 months experience working in a classroom.

Employers prefer applicants with 6 - 12 Early Childhood Education (ECE) units.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	43%	Medical/Physical	43%
Aptitude Testing	39%	Police/Background	74%
DMV Printout	13%	Other *	22%

*A Department of Justice (DOJ) clearance or fingerprinting may be required as well as a TB test.

Recruitment methods include the following:

Employees' Referrals	40%
Newspaper Ads	88%
Private Employment Agencies	0%
Hire Unsolicited Applicants	8%
In-house Promotion or Transfer	40%
Public School/Program Referrals	0%
Private School Referrals	8%
Employment Development Dept.	12%
Union Hall Referrals	0%
Other (current volunteers)	8%

LOCAL TRAINING PROVIDED



LEGAL SECRETARIES

OES CODE: 551020

Alternative Title: Legal Secretary

Legal Office Assistant

DEFINITION

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

EMPLOYMENT TRENDS

Occupational Forecast: 1995-2002

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Small

Projected Job Growth Rate: 0.00%

Growth: Stable

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and many employers reported stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 7 resulting from:

Promotions	0%
Employees Leaving	71%
New Positions	29%
Temporary	0%

Many (53%) responding firms report not promoting and many (47%) reported promoting to other positions when available. Positions may include office manager.

WAGES BENEFITS

	Range	Median
Non union		
New hire, no experience	\$ 5.75 - \$ 10.90	\$ 6.00
New hire, experienced	\$ 6.50 - \$ 12.72	\$ 8.00
3+yrs experience w/firm	\$ 8.00 - \$ 16.00	\$10.50
Union		
New hire, no experience	\$ 9.05 - \$ 9.05	\$ 9.05
New hire, experienced	\$ 9.99 - \$ 9.99	\$ 9.99
3+yrs experience w/firm	\$13.14 - \$ 13.14	\$ 13.14

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	58%	8%
Dental Insurance	8%	0%
Vision Insurance	8%	0%
Life Insurance	25%	0%
Paid Sick Leave	75%	8%
Paid Vacation	83%	8%
Retirement Plan	42%	0%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full-time averaging 40 hours per week. Few employees work part-time averaging 30 hours per week.

Gender makeup of reported positions was as follows: Male 7% Female 93%

Union Employment: Firms 6% Employees 45%

LEGAL SECRETARIES

17 Firms Responding 60 Jobs Represented



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	18%
College/no degree	71%
A. A. degree	12%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	18%	73%	9%
Record keeping	64%	36%	0%
Working independently	91%	9%	0%
Working under pressure	86%	14%	0%
Add/subtract 2+ digit numbers	59%	36%	5%
Multiply/divide	41%	55%	4%
Compute decimals/fractions	27%	23%	50%
Compute %/discounts/statistics	23%	41%	45%
Geometry/Algebra/Advanced Math	5%	0%	95%
Read/comprehend info in English	95%	0%	5%
Read/comprehend info in Spanish	54%	14%	32%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	36%	32%	32%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	64%	18%	18%
Other Qualifications			
Willingness to work outdoors	5%	18%	77%

COMPUTER SKILLS

All employers reported seeking applicants with word processing skills. Many employers reported seeking applicants with database knowledge and some with spreadsheets.

OTHER

Increasingly important skills reported by employers include computer software skills, including the Internet and E-mail.

Qualifications/skills in short supply by applicants: reading and writing effectively in English, communicating in Spanish, and English to Spanish translation.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	s Usually Always
Work experience required	24%	35%	24% 18%
Training as substitute for experience	0%	65%	12% 24%

Employers prefer applicants with 12 month secretarial or legal experience.

Employers prefer applicants with 24 months training in legal certification courses.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	9%	Medical/Physical	4%
Aptitude Testing	27%	Police/Background	4%
DMV Printout	18%	Other *	27%

*A typing test or reference check maybe required.

Recruitment methods include the following:

Employees' Referrals	41%
Newspaper Ads	41%
Private Employment Agencies	6%
Hire Unsolicited Applicants	6%
In-house Promotion or Transfer	12%
Public School/Program Referrals	6%
Private School Referrals	0%
Employment Development Dept.	12%
Union Hall Referrals	0%
Other (word of mouth)	35%

LOCAL TRAINING PROVIDED



MEDICAL RECORDS TECHNICIANS

Non union

OES CODE: 329110

Alternative Title: Medical Records Clerk

WAGES BENEFITS

Range

Median

DEFINITION

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Small

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and many employers reported expecting stable demand over the next three vears.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand of qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 22 resulting from:

Promotions	18%
Employees Leaving	55%
New Positions	5%
Temporary	23%

Most responding firms report promoting to other positions when available. Positions may include lead clerk, billing clerk, and front office clerk.

New hire, no experience	\$ 5.75 - \$ 8.84	\$ 6.00
New hire, experienced	5.75 - \$ 9.28	\$ 7.00
3+yrs experience w/firm	6.72 - \$ 11.00	\$ 8.13
Heien		

Union New hire, no experience \$ 8.33 - \$ 9.53 \$ 8.93 \$ 8.33 - \$ 11.73 \$ 10.13 New hire, experienced 3+yrs experience w/firm \$ 8.33 - \$ 15.94 \$ 10.13

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	88%	6%
Dental Insurance	59%	6%
Vision Insurance	29%	6%
Life Insurance	53%	0%
Paid Sick Leave	88%	6%
Paid Vacation	100%	6%
Retirement Plan	53%	6%
Child Care	18%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full-time averaging 32 - 40 hours per week. Few employees work part-time averaging 20 hours per week. Few employees work temporary/on call averaging 20 hours per week.

Gender makeup of reported positions was as follows: Male 8% Female 92%

Union Employment: 18% Firms **Employees** 22%

MEDICAL RECORDS TECHNICIANS

17 Firms Responding 78 Jobs Represented



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	53%
College/no degree	41%
A. A. degree	6%
Bachelor degree	0%
Graduate	0%

Never Sometimes Usually Always

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Work experience required 29% 53% 12% 6% Training as substitute 12% 35% 35% 18% for experience

Employers prefer applicants with 12 months experience with medical records.

Employers prefer applicants with 6 months in medical terminology or business records management.

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	41%	35%	23%
Record keeping	76%	18%	6%
Working independently	65%	29%	6%
Working under pressure	71%	23%	6%
Add/subtract 2+ digit numbers	41%	53%	6%
Multiply/divide	29%	53%	18%
Compute decimals/fractions	23%	29%	47%
Compute %/discounts/statistics	12%	35%	53%
Geometry/Algebra/Advanced Math	0%	18%	82%
Read/comprehend info in English	82%	18%	0%
Read/comprehend info in Spanish	29%	29%	41%
Write effectively in English	76%	24%	0%
Write effectively in Spanish	18%	35%	47%
Orally communicate in English	94%	6%	0%
Orally communicate in Spanish	35%	41%	24%
Other Qualifications			
Willingness to work outdoors	0%	6%	94%

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	35%	Medical/Physical	47%
Aptitude Testing	12%	Police/Background	35%
DMV Printout	18%	Other *	41%

*A typing test, handwritten essay, or reference check may be required.

Recruitment methods include the following:

Employees' Referrals	53%
Newspaper Ads	71%
Private Employment Agencies	6%
Hire Unsolicited Applicants	29%
In-house Promotion or Transfer	41%
Public School/Program Referrals	6%
Private School Referrals	0%
Employment Development Dept.	18%
Union Hall Referrals	0%
Other (word-of-mouth)	35%

COMPUTER SKILLS

Most employers reported seeking applicants with word processing, custom software and medical record keeping software skills.

OTHER

Increasingly important skills reported by employers include computer skills, industry software.

Qualifications/skills in short supply by applicants: knowledge of medical terminology and experience with business correspondence.

LOCAL TRAINING PROVIDED



NURSE AIDES

OES CODE: 660080

Alternative Title: Certified Nurse

Assistant

DEFINITION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Large

Projected Job Growth Rate: 9.5%

Growth: Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 84 resulting from:

Promotions	15%
Employees Leaving	55%
New Positions	5%
Temporary	25%

Most responding firms report promoting to other positions when available. Positions include Certified Nurse Assistant (CNA), Licensed Vocational Nurse (LVN), and Registered Nurse (RN) after additional education is obtained.

WAGES BENEFITS

Range

Median

New hire, no experience	\$ 5.75 - \$ 7.29	\$ 6.58
New hire, experienced	\$ 5.75 - \$ 15.00	\$ 6.99
3+yrs experience w/firm	\$ 6.50 - \$ 15.00	\$ 7.89

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	83%	17%
Dental Insurance	83%	17%
Vision Insurance	67%	17%
Life Insurance	67%	17%
Paid Sick Leave	83%	33%
Paid Vacation	83%	33%
Retirement Plan	33%	17%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Most employees work full-time averaging 32 - 41 hours per week. Some employees work temporary or on call averaging 13 hours per week. A few employees work part-time averaging 22 hours per week.

Gender makeup of reported positions was as follows: Male 12% Female 88%

Union Employment: Firms 13% Employees 6%

Licensing: Nursing Assistants are required to be licensed by the California Department of Health Services.

NURSE AIDES



8 Firms Responding 206 Jobs Represented

EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	50%
College/no degree	50%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Importar
Analytical skills	33%	33%	33%
Record keeping	67%	33%	0%
Working independently	33%	67%	0%
Working under pressure	33%	67%	0%
Add/subtract 2+ digit numbers	50%	33%	17%
Multiply/divide	50%	0%	50%
Compute decimals/fractions	17%	33%	50%
Compute %/discounts/statistics	0%	33%	67%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	67%	33%	0%
Read/comprehend info in Spanish	17%	67%	17%
Write effectively in English	67%	33%	0%
Write effectively in Spanish	17%	50%	33%
Orally communicate in English	0%	33%	67%
Orally communicate in Spanish	17%	83%	0%
Other Qualifications			
Willingness to work outdoors	17%	16%	67%

COMPUTER SKILLS

Most employers reported seeking applicants with computer skills.

OTHER

Increasingly important skills reported by employers include charting and computer skills.

Qualifications/skills in short supply by applicants: knowledge of state and federal regulations.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usuall	y Always
Work experience required	0%	25%	38%	38%
Training as substitute for experience	25%	13%	50%	13%

Employers prefer applicants with 6 - 12 months experience in the nursing field.

Employers prefer applicants with 6 months training or certification as a nurse assistant or as an in-home health assistant.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	33%	Medical/Physical	83%
Aptitude Testing	0%	Police/Background	50%
DMV Printout	0%	Other *	50%

*Proof of car insurance and/or reference check may be required.

Recruitment methods include the following:

Employees' Referrals	63%
Newspaper Ads	50%
Private Employment Agencies	0%
Hire Unsolicited Applicants	50%
In-house Promotion or Transfer	38%
Public School/Program Referrals	50%
Private School Referrals	0%
Employment Development Dept.	13%
Union Hall Referrals	0%
Other	0%

LOCAL TRAINING PROVIDED



SALESPERSONS, PARTS

OES CODE: 490140

Alternative Title: Counter Person,

Customer Service

DEFINITION

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in an agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalogue to find stock number, price etc., and fill the customer's order from stock. Does not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items form the stockroom.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Large

Projected Job Growth Rate: 13.3% Growth: Faster Than Average

SUPPLY AND DEMAND

Many employers reported stable demand in this occupation during the last year and many employers reported expecting growth over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 27 resulting from:

Promotions 22%
Employees Leaving 30%
New Positions 44%
Temporary 4%

Almost all responding firms report promoting to other positions when available. Positions may include a variety of management positions.

WAGES BENEFITS

	Range	Median
Non union New hire, no experience New hire, experienced with commission 3+yrs experience w/firm	\$ 5.75 - \$ 8.18 \$ 5.75 - \$ 14.00 \$ 5.75 - \$ 16.60 \$ 6.00 - \$ 18.00	\$ 6.00 \$ 7.50 \$ 7.50 \$10.00
with commission	\$ 6.00 - \$ 24.21	\$10.00

^{*}Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	88%	6%
Dental Insurance	63%	0%
Vision Insurance	31%	6%
Life Insurance	56%	13%
Paid Sick Leave	56%	19%
Paid Vacation	88%	19%
Retirement Plan	69%	0%
Child Care	0%	0%

^{*}Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Most employees work full-time averaging 42 hours per week. Many work part-time averaging 26 hours per week.

Gender makeup of reported positions was as follows: Male 88% Female 12%

Union Employment: None

SALESPERSONS, PARTS



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	6%
High school or equivalent	47%
College/no degree	35%
A. A. degree	0%
Bachelor degree	6%
Graduate	6%

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

17 Firms Responding

124 Jobs Represented

Never Sometimes Usually Always Work experience required 12% 41% 29% 18% 6% 59% 18% 18% Training as substitute for experience

Employers prefer applicants with 6 - 24 months in sales or parts experience.

Employers prefer applicants with 3 - 6 months in on-the-job-training or training for obtaining American Standards of Excellence Certificate (ASE).

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

Important	Important	Not Important
23%	65%	12%
23%	35%	41%
47%	41%	12%
82%	18%	0%
88%	6%	6%
82%	18%	0%
29%	59%	12%
35%	41%	24%
0%	29%	71%
71%	29%	0%
29%	65%	6%
65%	23%	12%
18%	41%	41%
88%	12%	0%
53%	41%	6%
18%	35%	47%
	23% 23% 47% 82% 88% 82% 29% 35% 0% 71% 29% 65% 18% 88% 53%	Important Important 23% 65% 23% 35% 47% 41% 82% 18% 88% 6% 82% 18% 29% 59% 35% 41% 0% 29% 71% 29% 29% 65% 65% 23% 18% 41% 88% 12% 53% 41%

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	65%	Medical/Physical	6%
Aptitude Testing	18%	Police/Background	23%
DMV Printout	70%	Other (check references)	18%

Recruitment methods include the following:

Employees' Referrals	76%
Newspaper Ads	47%
Private Employment Agencies	24%
Hire Unsolicited Applicants	29%
In-house Promotion or Transfer	53%
Public School/Program Referrals	18%
Private School Referrals	0%
Employment Development Dept.	24%
Union Hall Referrals	6%
Other (Local Training Providers)	29%

COMPUTER SKILLS

Most employers reported seeking applicants with knowledge of database software and many seek applicants with custom/inventory software knowledge.

OTHER

Increasingly important skills reported by employers include knowledge of computers and changes in industry.

Qualification/skills in short supply by applicants: knowledge of industry and bilingual (Spanish and English) ability.

LOCAL TRAINING PROVIDED



TEACHERS AND INSTRUCTORS - Vocational Education & Training

OES CODE: 313140

Alternative Title: Vocational Instructor

DEFINITION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. This includes correspondence school instructors: industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Very Large

Projected Job Growth Rate: 12.00% Growth: Faster Than Average

SUPPLY AND DEMAND

Many employers reported stable demand in this occupation during the last year and many employers reported expecting stable demand or growth over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find fully qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Vacancies filled within the last 12 months were 49 resulting from:

Promotions	16%
Employees Leaving	59%
New Positions	20%
Temporary	4%

Many responding firms report promoting to other positions when available. Positions may include a full time position and supervisory position.

WAGES BENEFITS

	Range	Median
Non union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 8.63 - \$ 22.00 \$ 9.59 - \$ 25.00 \$ 10.96 - \$ 27.00	\$ 18.00 \$ 19.00 \$ 19.00
Union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$21.00 - \$ 21.00 \$17.26 - \$ 21.00 \$21.00 - \$ 23.97	\$ 21.00 \$ 18.84 \$ 21.66

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative)

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	100%	0%
Dental Insurance	89%	0%
Vision Insurance	67%	0%
Life Insurance	67%	0%
Paid Sick Leave	100%	0%
Paid Vacation	89%	0%
Retirement Plan	78%	0%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Many employees work full-time averaging 40 hours per week and many employees work part-time averaging 10 hours per week. A few employees work temporary or on call averaging 16 hours per week.

Gender makeup of reported positions was as follows: Male 68% Female 32%

Union Employment: Firms 25% Employees 43%

TEACHERS AND INSTRUCTORS - Vocational Education & Training



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	25%
College/no degree	33%
A. A. degree	8%
Bachelor degree	33%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	50%	50%	0%
Record keeping	50%	50%	0%
Working independently	80%	20%	0%
Working under pressure	70%	30%	0%
Add/subtract 2+ digit numbers	60%	20%	20%
Multiply/divide	60%	20%	20%
Compute decimals/fractions	40%	40%	20%
Compute %/discounts/statistics	20%	30%	50%
Geometry/Algebra/Advanced Math	0%	10%	90%
Read/comprehend info in English	80%	20%	0%
Read/comprehend info in Spanish	20%	30%	50%
Write effectively in English	80%	20%	60%
Write effectively in Spanish	0%	40%	0%
Orally communicate in English	80%	20%	0%
Orally communicate in Spanish	10%	20%	70%
Other Qualifications			
Willingness to work outdoors	10%	20%	60%

COMPUTER SKILLS

All employers reported seeking applicants with word processing skills. Most reported seeking applicants with database skills and many employers specified seeking applicants with desktop publishing and spreadsheet software skills.

OTHER

Increasingly important skills reported by employers include a variety of computer software skills like database, e-mail, internet and website.

Qualifications/skills in short supply by applicants: basic computer skills.

12 Firms Responding 142 Jobs Represented

TRAINING, EXPERIENCE **AND OTHER REQUIREMENTS**

	Never	Sometimes	Usuall	y Always
Work experience required	0%	25%	25%	50%
Training as substitute for experience	33%	50%	0%	17%

Employers prefer applicants with 60 months experience in the trade or field in which they will teach.

Employers prefer applicants with 60 months vocational teaching certificate, vocational credential or California vocational credential.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	20%	Medical/Physical	20%
Aptitude Testing	20%	Police/Background	50%
DMV Printout	30%	Other *	20%

*A skills test and/or reference check might be required.

Recruitment methods include the following:

Employees' Referrals	42%
Newspaper Ads	92%
Private Employment Agencies	0%
Hire Unsolicited Applicants	17%
In-house Promotion or Transfer	50%
Public School/Program Referrals	25%
Private School Referrals	0%
Employment Development Dept.	25%
Union Hall Referrals	0%
Other	25%

LOCAL TRAINING PROVIDED

TRUCK DRIVERS, LIGHT - Include Delivery and Route Workers

OES CODE: 971050

Alternative Title: Delivery Driver

DEFINITION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

EMPLOYMENT TRENDS

Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division/EDD)

Occupation Size: Very Large Projected Job Growth Rate: 11.1%

Growth: Average

SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting stable demand over the next three years.

How difficult is it to find applicants?

Experienced: Employers report it is somewhat difficult to find qualified applicants. Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is a little difficult to find qualified applicants. Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Vacancies filled within the last 12 months were 36 resulting from:

Promotions	14%
Employees Leaving	33%
New Positions	31%
Temporary	22%

Many (50%) responding firms report promoting to other positions when available and many (50%) responded that they do not promote. Positions may include route manager and supervisory positions.

WAGES BENEFITS

	Range	Median
Non union New hire, no experience New hire, experienced 3+yrs experience w/firm with commission	\$ 5.75 - \$ 9.00 \$ 5.75 - \$ 10.00 \$ 5.75 - \$ 12.00 \$ 16.25 - \$ 16.25	\$ 5.88 \$ 7.81 \$ 10.00 \$ 16.25
Union New hire, no experience New hire, experienced 3+yrs experience w/firm	\$ 9.00 - \$ 14.41 \$10.00 - \$ 14.41 \$11.00 - \$ 21.00	\$ 10.83 \$ 11.65 \$ 11.85

*Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative)

Fringe Benefits offered by responding firms were as follows:*

	Full Time	Part Time
Medical Insurance	92%	17%
Dental Insurance	67%	8%
Vision Insurance	58%	8%
Life Insurance	75%	17%
Paid Sick Leave	75%	25%
Paid Vacation	100%	25%
Retirement Plan	67%	8%
Child Care	0%	0%

*Percentage is based on number of employers offering fringe benefits and responding to this question.

OTHER RELEVANT INFORMATION

Employment Type/Hours Almost all employees work full-time averaging 41 hours per week. Some employees work part-time averaging 24 hours per week.

Gender makeup of reported positions was as follows: Male 92% Female 8%

Union Employment: Firms 21% Employees 52%

Licensing: Class A license is required by drivers driving a truck that separates from its trailer. Class B is required by drivers driving a solid truck. Licenses are issued by the California Department of Motor Vehicles.

TRUCK DRIVERS, LIGHT - Include Delivery and Route Workers



EDUCATION

Education of most recent hires by percentage of total firms responding:

Less than high school	0%
High school or equivalent	86%
College/no degree	14%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

QUALIFICATIONS/SKILLS

BASIC SKILLS as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	33%	33%	33%
Record keeping	33%	50%	17%
Working independently	58%	42%	0%
Working under pressure	58%	42%	0%
Add/subtract 2+ digit numbers	42%	42%	16%
Multiply/divide	17%	67%	16%
Compute decimals/fractions	8%	17%	75%
Compute %/discounts/statistics	8%	0%	92%
Geometry/Algebra/Advanced Math	0%	17%	83%
Read/comprehend info in English	75%	25%	0%
Read/comprehend info in Spanish	33%	33%	33%
Write effectively in English	58%	17%	25%
Write effectively in Spanish	16%	17%	67%
Orally communicate in English	75%	17%	8%
Orally communicate in Spanish	33%	42%	25%
Other Qualifications			
Willingness to work outdoors	83%	0%	8%

COMPUTER SKILLS

Few employers reported seeking applicants with word processing and/or database skills.

OTHER

Increasingly important skills reported by employers include A and/or B license for drivers, good English and able to operate an inventory scanner.

Qualifications/skills in short supply by applicants: qualified operators with license, clean DMV record, and good work ethics.

14 Firms Responding 161 Jobs Represented

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	Never	Sometimes	Usually	y Alway
Work experience required	7%	36%	21%	36%
Training as substitute for experience	43%	43%	7%	7%

Employers prefer applicants with 6 - 12 months experience as a driver.

Employers prefer applicants with one month training to obtain their Class B license, Class A license or hazardous material handling certificate.

OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants to this occupation:

Drug Testing	82%	Medical/Physical	45%
Aptitude Testing	0%	Police/Background	54%
DMV Printout	100%	Other	0%

Recruitment methods include the following:

Employees' Referrals	71%
Newspaper Ads	57%
Private Employment Agencies	21%
Hire Unsolicited Applicants	36%
In-house Promotion or Transfer	29%
Public School/Program Referrals	21%
Private School Referrals	29%
Employment Development Dept.	29%
Union Hall Referrals	0%
Other (SER, OJT provider)	7%

LOCAL TRAINING PROVIDED



Please return completed questionnaire to:

Private Industry Council of Imperial County, Inc. - Diana Evans 797 Main Street, Ste A Phone (619) 353-5050 El Centro, CA 92243 Fax (619) 353-6594

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

							Vhom sh Iame:	nould we contact	with any further	questions?
						P	osition:			
Ocer	, upation: 851320 MAINTEN	ANCE	DEDA IDED	CENI	DAI IIT		hone: _		Fax:	
Gene and/o work carpe insta	eral Utility Maintenance Reparter Structure of an establishment is impractical. Their duties repently, and electrical work, as alling, aligning and balancing syour firm employ any individuals. If yes, please complete to the top, please return this	irers perf nt in repa nay invol well as pl new equi vidual pe his surve	form work in ir. This occur we pipefitting anning and I pment; and reforming they for the occur.	volving t pation is g, boilern aying out epairing e duties upation d	wo or mor generally naking, inst t of work r buildings, in the occu lescribed.	e ma four sulat elati floo	aintenannd in a s ing, wel ing to re ors, or st	mall establishme lding, machining pairs; repairing airs.	ent where speciali g, machine and eq	zation in maintenance uipment repairing,
If yo	our firm has multiple locations	, please c	onfine your	answers t	o locations	s in y	your co	unty.		
	What job title(s) does your fir for these duties ?	rm use	Job Title(s)	:						
2. a	a. How many employees does	your firm	n currently ha	ave in thi	is occupat	ion?	?		Number of Emp	loyees:
į	b. In this occupation , how m	any are:				Nur	nber of	Males:	Number of Femo	ales:
(c. In this occupation, how m	any curre	ent employees	s are ther	e and on a	vera	ge how	many weekly ho	ours do they work?	?
	Regular, Full Time:	Number	of Employee	2s:			Averag	e Weekly Hours	Worked:	
	Regular, Part Time:	Number	of Employee	?s:			Averag	e Weekly Hours	Worked:	
	Temporary/On Call:	Number	of Employee	?s:			Averag	e Weekly Hours	Worked:	
	Seasonal:	Number	of Employee	?s:			Averag	e Weekly Hours	Worked:	
	In your firm, what shifts are a (check all that apply)	vailable	for this occu	pation?		O Day O Swing O Graveyard O Other: Please specify				
4.	Has your firm hired in this o	ccupatio	n within the	last 12 m	nonths?			o Yes C	No No	
	If yes, how many were hired	to fill:	vacancies res	ulting fro	om promot	ions	within	your firm?		
			vacancies r	esulting f	from peopl	e in	perman	ent positions lea	ving your firm?	
			new perma	nent posi	tions result	ting	from gr	owth?		
			temporary,	on call, o	r seasonal	posi	tions?			
	a. During the last 12 months, occupation : (<i>Check one</i>)	did your	firm's emplo	yment ir	n this	0	Declin	ne o Ren	nain Stable	• Grow
	b. Over the next 24 months, o in this occupation to: (Check	-	pect your fir	m's emp	loyment	• Decline • Remain Stable • Grow			• Grow	
6. When you hire applicants for this occupation , is prior experience in this occupation required? If yes or preferred , how much experience in this occupation is required/preferred?			-	Yes Yes	(month	required, but presus) se specify below:	ferred			
Is experience in other occupations accepted?						Occupation: (months)			(months)	
	If prior experience is required qualified applicants. (Circle of		ou hire applic	cants for	this occup	atio	on, plea	ase indicate how	difficult it is for	your firm to find fully
	Not Difficult	1	2	3	4	1	Difficult	t		
	If prior experience is <u>not</u> requ qualified applicants. (Circle		n you hire ap	plicants	for this oc	ccup	oation,	please indicate	how difficult it is	for your firm to find
_	Not Difficult	1	2	3	4	1	Difficult	t		

Does your firm accept training as a substitute for how many months of training can generally be su	O Ye	'S	O No (months)				
10. Is technical or vocational training required prior to in this occupation? If yes or preferred, what k is required?		O Yes	O No	O Not	requir	ed, but preferred	(months)
11. What is the minimum level of education your firm	n requires when	n hiring an a	pplicant in thi	s occupation?	(Chec	k one).	
☐ Less than high school diploma	n O High sc	hool diplom	a or equivalen	t O Assoc	iate De	egree (2 year)	
☐ Bachelor Degree (4 year)	o Gradua	_	•				
12. What is the usual income earned by your firm's exoccupation at the following levels of skills and ex	mployees in thi s			npensation, plo types(s) of con		dicate the averag	e overall
	Base Wage or	Salary	Other Compe	ensation	Туре	of Compensatio	<u>n</u>
New hires, no experience (trained or untrained):	\$		\$		0	Commission	
New hires who are experienced:	\$		\$		0	Tips	
Experienced employees after 3 years with your	¢		¢			Bonus	
firm:	φ		φ		0		
(Please check one)	O Hour O	Week		O Week	0	Piece Rate	
	O Month O	Year	O Month	Y ear	O Spec	Other ify	
13. Are the wages for employees in this occupation agreement? If yes, what is the name of the union			aining or union	_	0	Yes O No	
14. Please check which benefits your firm offers full-pays for them:	time (FT) and p	part-time (P '	Γ) employees i	n this occupa	tion an	nd which best des	scribes who
Employ	ver Pays All	Share	Cost	Employee Pay	s All	Not Provid	ded
FT	PT	FT	PT		PT		PT
Medical Insurance O	0	0	0	0 0)	0	0
Dental Insurance O Vision Insurance O	0	0	0		2		0
Vision Insurance Life Insurance	0	0	0	0 0	,)	0	o o
Sick Leave O	0	0	0	0			0
Vacation	0	0	0	0 0)	0	0
Retirement Plan	0	0	0	0 0)	0	0
Child Care	0	0	0	0 0		0	0
Other (Please Specify):O	0	0	0	0 ()	0	0
15. a. Does your firm ever promote employees in this If yes, what are the titles of the position b. What skills are important for career advancement	ons to which the	_		• Yes	<i>O</i>	No 	
16. What computer software skills, if any, does your f	irm seek in app	licants for t l	his occupation	? (Please chec	ck all t	hat apply)	
Specify software names: O None O Word Processing O Spreadsheet O Database O Desktop Publishing O Other:							
17. What other new skills are needed to perform the o	duties of this occ	cupation?					
18. When your firm hires employees for this occupat	ion, which are t	he top three	e most successf	ful recruitment	metho	ods?	
O In-house promotions or transfers	o Newsp	paper ads		0	Inte	rnet	
o EDD		in applicant	ts.	0		leges/Universities	5
• School/program referrals		hall referre		0		oloyee referrals	
• Private employment agencies	o Trade	journals		0	Othe	er (Please specify	v):
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:	g 01	Yes	O No				
Would you like to receive a complimentary copy of the	e survey results	for this occu	pation?			o Yes	o No

Qualifications	1	2	3	Qualifications		1	2	3
Analytical Skills			_		erest or discounts of	r		_
·				statistics				
Record Keeping				Compute geo	metry or algebra or	r		
				advanced ma				
Work				Read & comp	orehend information	n		
Independently				in English				
Work Under				Read & comp	n			
Pressure				in Spanish				
Add or subtract 2 or more digit numbers				Write effective				
Multiply & /divide				Write effective	vely in Spanish			
Compute decimals				Communicate				
& fractions				comprehend i	in English			
				Communicate				
				comprehend i	in Spanish			
22. Does your firm u Type of screening:	se any					s occupa		
Type of screening:	se any		e folle Yes	No Ty	n applicants in this pe of screening: ference check	s occupa	ation? Yes	
Type of screening: Drug testing	se any			No Ty Re Po	pe of screening: ference check lice record backgro			
Type of screening: Drug testing Medical physicals				No Ty Re Po	pe of screening: ference check lice record backgro ecks	ound		
Type of screening: Drug testing Medical physicals Reading, math, aptitu				No Ty Re Po	pe of screening: ference check lice record backgro	ound		
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting				No Ty Re Po	pe of screening: ference check lice record backgro ecks	ound		
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks	de		Yes	No Ty Re Poche Oth	pe of screening: ference check lice record backgro ecks her, please specify:	ound	Yes	
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks	de ne foll	owing	Yes	No Ty Re Poche Che Oth	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	1
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth tions refer to a	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	months'
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks The street of the screening of the	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	1
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks TI 23. What occupation	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth tions refer to a	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	months'
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks The screening of	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth tions refer to a	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	months'
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks TI 23. What occupation Job Title 1. 2.	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth tions refer to a	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	months'
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks The screening of	de ne foll	owing	Yes g ques	No Ty Re Poche Che Oth tions refer to a	pe of screening: ference check lice record backgroecks her, please specify: all occupations you	ound u emplo	Yes	months'
Type of screening: Drug testing Medical physicals Reading, math, aptitutesting DMV checks The screening of	de ne foll s, and	how	g ques many N	No Ty Re Poche Che Oth Attions refer to a positions do y o. to be hired which you have	pe of screening: ference check lice record backgroecks her, please specify: all occupations you you expect to hire in Hourly wage	u employ	Yes Y. Kt 12 ime	months'

20. The following is a list of skills that may or may not be important for job entry in this

TRAINING PROVIDERS

Training Provided by:

Arbor of Imperial County

1560 Ocotillo Drive, Suite E El Centro, CA 9224 (760) 353-4544

American Beauty Academy

558 Main Street Brawley, CA 92227 (760) 344-6560

Client Development Program (CDP)

1681 Main Street, Suite 216 El Centro, CA 92243 (760) 352-8659

Campesinos Unidos

1005 C Street Brawley, CA 92227 (760) 344-6300

Center for Employment Training

294 S. Third Street El Centro, CA 92243 (760) 337-6565

Desert Oasis High School

1302 South 3rd Street El Centro, CA 92243 (760) 337-8600

Imperial County Office of Education/ **AES (Academic and Employment Services)**

1398 Sperber Road El Centro, CA 92243 (760) 312-6441

Services Provided:

Basic Computer Training Internship Job Placement Job Readiness Training Job Shadowing Medical/Clerical Training Work Experience Youth Programs

Beautician Instruction

Services for Persons with Disabilities:

Work Site Job Coaching

On the Job Training Summer Youth Programs

Account Clerk and Bookkeeping

Building Maintenance

Customer Service Representative/Data Entry

ESL (English as a Second Language)

GED

Migrant and Seasonal Farm Worker Services

On the Job Training

Retail Specialist, Wholesale

Shipping & Receiving, Warehouse Operation

VESL (Vocational English as a Second Language)

Welding Fabrication

Youth Services

Alternative Education **Bus Driver Training**

Computer Office Occupations

Computer Repair ESL Classes a

On-the-Job Training

Youth Services

continued . . . 98

TRAINING PROVIDERS

Training Provided by:

Services Provided:

Imperial Valley College

380 Aten Road Imperial, CA 92251 (760) 355-6217 Vocational Education

Imperial Valley Regional Occupational Program

1398 Sperber Road El Centro, CA 92243 (760) 339-6434 Computer Clerical
CAD Instruction
Youth Opportunities
A/C and Heating
Auto Body and Fender
Careers in Law
Computer Design
CPR Training
Landscape Design

Johnson Educational Institute

732 S. Hope Street El Centro, CA 92243 (760) 353-7492 Computer Clerical

Literacy Volunteers of America

939 Main Street El Centro, CA 92243 (760) 352-8541 Adult Literacy

Neighborhood House

506 E. 4th Street Calexico, CA 92231 (760) 768-9566 Youth Services: Computer Graphics Leadership Skills Math and Reading Skills

Iviatii and Readii

Adult Computer Training

SER, Jobs for Progress

155 W. Main Street El Centro, CA 92243 (760) 352-8514 **GED Classes for Migrant Farm Workers**

Quechen Indian Nation

P.O. Box 1899 Yuma, Arizona 85366 (760) 572-2314 On the Job Training Higher Education Services Vocational Education

Work Training Center, Inc

501 Broadway Avenue El Centro, CA 92243 (760) 352-6181 Senior Citizen Services Services for Persons with Disabilities

ALPHABETICAL LISTING OF OCCUPATIONS SURVEYED 2000, 1999, & 1998

Listed below are occupations that were surveyed in 2000, and those surveyed in prior years 1999, and 1998. Occupations are each assigned an OES (Occupational Employment Statistics) number. The OES number serves as a reference number which provides the user a general description of an occupation. The *OES Dictionary* is published by the Bureau of Labor Statistics.

	OES	Year
Occupation	Code	Surveyed
Administrative Assistants	169167997	2000
Automotive Body and Related Repairers	853050	1998
Automotive Mechanics	853020	2000
Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers	553380	2000
Bus Drivers - School	971110	1998
Carpenters	871020	1998
Child Care Workers	680380	1998
Computer Support Specialists	251040	2000
Cooks - Restaurant	650260	1998
Cooks - Specialty Fast Food	650320	1999
Correction Officers and Jailers	630170	1999
Dental Assistants	660020	1998
Dispatchers, Except Police, Fire, and Ambulance	580050	1998
Drafters	225140	2000
Farmworkers, Food and Fiber Crops	798560	1998
Food Service Managers	150261	1999
General Office Clerks	553470	2000
Hotel Desk Clerks	538080	2000
Human Service Workers	273080	1999
Industrial Truck and Tractor Operator	979470	1999
Instructional Aides	315211	1998
Janitors and Cleaners - Except Maids and Housekeeping Cleaners	670050	1999
Legal Secretaries	551020	1998
Maids and Housekeeping Cleaners	670020	1999
Maintenance Repairers - General Utility	851320	2000
Manager, Retail Store	185167999	2000
Medical Assistants	660050	2000
Medical Records Technicians	329110	1998
Nurse Aides	660080	1998
Paving, Surfacing, and Tamping Equipment Operators	877080	1999
Pharmacists	325170	2000
Police Patrol Officers	630140	1999
Receptionists and Information Clerk	553050	1999
Salespersons - Parts	490140	1998
Salespersons - Retail (Except Vehicle Sales)	490112	2000
Sheriffs and Deputy Sheriffs	630320	1999
Stock Clerks	490210	1999
Systems Analysts - Electronic Data Processing	251020	2000
Teachers and Instructors - Vocational Education & Training	313140	1998
Teachers - Secondary School	313080	1999
Teachers - Special Education	313110	1999
Traffic, Shipping, and Receiving Clerks	580280	1999
Truck Drivers - Heavy or Tractor Trailer	971020	2000
Truck Drivers, Light - Include Delivery and Route Workers	971050	1998
Welders and Cutters	939140	2000